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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/Infrastructure & Assets |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | Various |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1222292 |
| **Date of Approval** | 2 July 2025 | **Ref: IA0188** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The Project Officer performs project management and support activities to contribute to the development and delivery of a range of projects and business cases in line with established objectives.

# Key accountabilities

* Provide a range of project management and support services, including preparation of plans, reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans and scheduling to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology.
* Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes.
* Communicate effectively and maintain strong working relationships with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans.
* Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning.
* Manage and oversee all aspects for small scale projects that include planning, development and implementation that includes development project plans, coordinate resources, manage budgets, meet reporting requirements to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope.

# Key challenges

* Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Provide advice and contribute to decision making regarding projects and issues
* Escalate issues and propose solutions
* Receive guidance and provide regular updates on projects, issues and priorities
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| Project Team | * Guide, support, coach and mentor team members
* Support team members and work collaboratively to contribute to achieving team outcomes.
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| Stakeholders | * Develop and maintain effective relationships and open channels of communication
* Exchange information and respond to enquiries
 |
| **External** |  |
| Stakeholders | * Develop and maintain effective relationships and open channels of communication
* Exchange information and respond to enquiries
 |
| Vendors/Service Providers/ Contractors and Consultants | * Manage and monitor to ensure effective project delivery.
* Communicate needs, facilitate routine business transactions and resolve issues
* Negotiate and review contracts and service agreements
* Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements
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# Role dimensions

## Decision making

The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The Project Officer will need to negotiate tasks and deadlines with Senior Managers and Managers in the team.

## Reporting line

## The role reports to the relevant Manager.

## Direct reports

Up to 4 direct reports

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience and knowledge in project management methodology.
* Experience developing detailed project management plans and delivery.

# Essential requirements

* Current NSW Drivers Licence with ability and willingness to drive throughout NSW. This role may involve overnight stays.
* Holds a current Construction Industry White Card or willingness to obtaining one within two months of commencement.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices
* Look for and take advantage of opportunities to learn new skills and develop strengths
* Show commitment to achieving challenging goals
* Examine and reflect on own performance
* Seek and respond positively to constructive feedback and guidance
* Demonstrate and maintain a high level of personal motivation
 | Adept |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences
* Clearly explain complex concepts and arguments to individuals and groups
* Create opportunities for others to be heard, listen attentively and encourage them to express their views
* Share information across teams and units to enable informed decision making
* Write fluently in plain English and in a range of styles and formats
* Use contemporary communication channels to share information, engage and interact with diverse audiences
 | Adept |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs

Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes

Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate
* Monitor compliance with cyber security and the use of technology policies
* Identify ways to maximise the value of available technology to achieve business strategies and outcomes

Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise business benefits
* Prepare clear project proposals and accurate estimates of required costs and resources
* Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
* Identify and evaluate risks associated with the project and develop mitigation strategies
* Identify and consult stakeholders to inform the project strategy
* Communicate the project’s objectives and its expected benefits
* Monitor the completion of project milestones against goals and take necessary action

Evaluate progress and identify improvements to inform future projects | Adept |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | Intermediate |

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| **Focus Occupation Specific Capabilities**  |
| A white hard hat on an orange background  AI-generated content may be incorrect. | **Capability name**Capability description | **Capability Set** | **Level** |
| **Execute business solutions (technical)** Drive implementation of the project or program plan, monitoring performance and compliance, and intervening to address risks and opportunities as they emerge. | * Ensure the team understands the policy framework and legislation required to deliver the project. Identify construction challenges and/or design changes and recognise when to escalate to management.
* Apply knowledge and understanding of commercial, procurement and supply chain management, as documented in the business case.
* Manage the development of implementation plans for low-complexity projects. Implement relevant systems, frameworks and controls for low-complexity projects.
* Organise project control meetings to evaluate project performance.
* Ensure issues and risks are actively and effectively managed.
* Formulate a competent program that meets organisational requirements and manage the transitions between project stages.
* Understand and deliver operational accountabilities to successfully execute work packages day to day and manage resources to achieve this.
* Understand effective project organisation, including accountabilities, structure and decision-making processes, to support delivery.
* Successfully close out projects.
 | **Emerging** |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |