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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services / Infrastructure & Assets |
| **Location** | Parramatta / Orange / NSW  |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBA |
| **ANZSCO Code** | 511112  |
| **PCAT Code** | HR to complete |
| **Date of Approval** | 16 October 2019 (PSC Duplicate) | **Ref: Gen003** |
| **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 under the Stronger Communities Cluster. 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. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

**Primary purpose of the role**

The Project Officer, Program and Partnerships, provides a range of executive support and administrative services to facilitate the delivery of business operations and performs a range of project management and support activities to contribute to the development and delivery of a range of projects in line with established objectives.

**Key accountabilities**

* Assess and prioritise incoming requests to facilitate the optimal use of the Director’s time including support for the accurate and timely processing of allocations and matters requiring their approval.
* Coordinate and Manage the Director, Program and Partnerships diary and scheduled meetings, records and correspondence, and schedule and support meetings to facilitate the effective management of portfolio responsibilities.
* Draft and prepare correspondence, agendas, minutes, presentations and briefing notes to support the achievement of business requirements.
* Gather, collate, and provide background information for the Director, to support informed decision making and planning, and maintain and update administrative practices, systems, and procedures to improve efficiency and service delivery.
* Provide a range of project management and support services, including preparation of reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans, to ensure project outcomes are achieved 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 with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans.

**Key challenges**

* Delivering a range of project management and support services, managing competing priorities, and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion.
* 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** |  |
| Director | * Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans.
* 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 | * Respond to requests for information or assistance and escalate time sensitive or priority issues.
* Support team members in meeting deliverables.
* Work collaboratively to contribute to achieving team outcomes.
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| Stakeholders | * Manage the flow of information; seek clarification and provide advice and responses; respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.
* Develop and maintain effective working 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.
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| Senior Officers of External Agencies, Key Organisation Representatives | * Provide a welcoming and hospitable reception to all visitors; respond to requests for information or assistance.
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**Role dimensions**

## Decision making

The role has autonomy in the day-to-day delivery of administrative support services and 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 the Director, Program and Partnerships.

The role has discretion in deciding how to address complex queries and how tasks will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the role may consult with the Director or Senior Managers within Program and Partnerships on more complex matters.

## Reporting line

The role reports to the Director, Program and Infrastructure Operations.

## Direct reports

Nil

## Budget/Expenditure

# Nil

**Key knowledge and experience**

**Essential requirements**

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 behaviors expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| 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 | **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 |

# 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 |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| 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 | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |