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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services /Infrastructure and Assets/Delivery Support Services Lead | |
| **Location** | TBA | |
| **Classification/Grade/Band** | Clerk Grade 9/10 | |
| **Role Number** | TBA | |
| **ANZSCO Code** | 132311 | |
| **PCAT Code** | 1112292 | |
| **Date of Approval** | 12 March 2024 | **Ref: IA0134** |
| **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

As a Project Scheduler for Major Program Delivery, Infrastructure and Assets (I&A), your primary responsibility will be to optimise project management time performance and control through supporting Program/Project Managers with all aspects of planning, scheduling and resource management interfaces, in accordance with agreed project management methodologies, processes and tools, and to contribute towards the resource optimisation of the delivery portfolio across all programs and projects.

# Key accountabilities

* Planning and scheduling construction, fitout and maintenance works within a project delivery environment.
* Project scheduling, including managing the baselining of project schedules, dependencies, resource assignments and critical path analysis.
* Support Program/Project Managers with developing and monitoring the project schedule of end-to-end activities, ensuring schedule structure and logic complies with Project Management Office requirements.
* Run risk scenarios and modelling against project risk registers to determine risk impacts and effectiveness of any mitigations.
* Perform critical path analysis to ensure key tasks are on track, and review risk register to ensure risks have been considered when task durations have been applied.
* Perform Earned Value analysis to ensure SPI (Schedule Performance Index) results are in close proximity to target, and co-ordinate the review of schedules where SPI results indicate scheduling issues.
* Present and report in both verbal and written form on schedule status across the agency’s portfolio to the executive management team.

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# Key challenges

* Leadership qualities to manage competing demands and requirements, as such needs to be adept at complex stakeholder management, high level of influencing and negotiation capability.
* Motivating and driving project teams to drive high quality project outcomes to achieve project and governance requirements.
* Solutions driven and in addition, having a high attention to detail, with excellent analytical skills and the ability to detect data inaccuracies.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Program Manager / Project Managers, Resource Manager / Directors / Executive Director  Major Delivery Programs | * Key relationship manager, report to receive advice and guidance, clarify instructions and report on progress against work plans as required. * Provide support to achieve operational priorities, exchange information and contribute to decision making. * Escalate discuss issues and propose solutions. |
| Project Team | * Guide, support, coach and mentor team members |
| Work Team/ Direct and Indirect  Report(s) | * Ensure accurate schedules and resource actual and forecasted records are created and maintained. * Provide support and guidance on scheduling and resourcing matters. * Collaborate to continually improve knowledge, build capability, and improve consistency and service quality. * Provide an escalation point for issues or complex decision-making. * Work collaboratively to contribute to achieving team outcomes |
| Capital Investment PMO | * Alignment of PMO processes and reporting requirements * Work collaboratively to contribute to broader Corporate Services and DCJ outcomes. |
| **External** |  |
| External Stakeholders/ Customers | * Engage with relevant stakeholders/ customers to open channels of communication, provide expert advice, gather and exchange relevant information. * Resolve and provide solutions to issues. * Seek/ maintain specialist knowledge/ advice and collaborate on the implementation of organisation strategies, to keep abreast of best practice in Business Management * Provide expert advice on project related matters. * Report and provide updates on project progress. * Engage and consult in the resolution of project scheduling issues |

**Role dimensions**

## Decision making

The role is expected to operate with some degree of autonomy in respect to their day-to-day work priorities and, in this context, is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

## Reporting line

## The role reports to the Senior Program Manager PMO

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## Direct reports

## Nil

## Budget/Expenditure

N/A

# Key knowledge and experience

* Demonstrated experience and background within project, program and portfolio management realm with strong capabilities in the review, analysis and distillation of data into consumable business knowledge and intelligence for decision making and outcomes.

# Excellent relationship management skills and the ability to influence all levels of stakeholders.

# Essential requirements

* Demonstrated experience and ability to perform the role using scheduling software such MS Project in a property related field.
* Degree level qualifications in Business, Finance, Project Management or Lesser relevant qualifications or equivalent experience coupled with significant relevant scheduling experience in a Project delivery environment.

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 | **Act with Integrity**  Be ethical and professional and uphold and promote the public sector values. | * Represent the organisation in an honest, ethical and professional way and encourage others to do so. * Act professionally and support a culture of integrity. * Identify and explain ethical issues and set an example for others to follow. * Ensure that others are aware of and understand the legislation and policy framework within which they operate. * Act to prevent and report misconduct and illegal and inappropriate behaviour. | | | 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 |
| Relationships logo | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services. * Design processes and policies based on the customer’s point of view and needs. * Understand and measure what is important to customers. * Use data and information to monitor and improve customer service delivery.. * Find opportunities to cooperate * with internal and external stakeholders to improve outcomes for customers * Maintain relationships with key customers in area of expertise. * Connect and collaborate with relevant customers within the community | | | Adept |
| Relationships logo | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration. * Build cooperation and overcome barriers to information sharing and communication across teams and units. * Share lessons learned across teams and units. * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work. * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | | | Adept |
| Results logo | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required. * Complete work tasks within set budgets, timeframes and standards. * Take the initiative to progress and deliver own work and that of the team or unit. * Contribute to allocating responsibiliti.es and resources to ensure the team or unit achieves goals. * Identify any barriers to achieving results and resolve these where possible. * Proactively change or adjust plans when needed | | | Intermediate |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. * Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. * Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience. * Seek contributions and ideas from people with diverse backgrounds and experience. * Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness. * Identify and share business process improvements to enhance effectiveness | | | Adept |
| Results logo | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines. | * Assess work outcomes and identify and share learnings to inform future actions. * Ensure that own actions and those of others are focused on achieving organisational outcomes. * Exercise delegations responsibly * Understand and apply high standards of financial probity with public monies and other resources * Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety. * Conduct and report on quality control audits. * Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | | | 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. | | | Advanced |

# 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 |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| 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 |