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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Strategy, Policy and Commissioning / Women, Family and Community Safety |
| **Location** | Parramatta  |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 50013099, 50013141, 50038751 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | 30 April 2025 | **Ref: WFCS060** |
| **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

Provide strategic program management services and develop best-practice processes, implementation of continuous improvement activities, and program reporting obligations for the Countering Violent Extremism (CVE) Engagement and Support Unit (ESU).

Evaluate CVE Programs, procurement and implementation of IT systems, and represent NSW at national CVE forums.

# Key accountabilities

* Design and implement critical operational reforms and improvements to countering violent extremism (CVE) programs, including the ESP and Step Together.
* Identify and mitigate complex and sensitive CVE operational risks and issues as they affect program integrity and service improvement projects.
* Develop a range of sensitive and classified program and project documentation for governance bodies including the ESP Multi-Agency Panel including operational performance reports, financial reports, program and project documentation, and risk and issues registers.
* Manage, plan and deliver projects, including developing and monitoring project plans, identifying and mobilising resources, monitoring budgets and managing risk to ensure project milestones are achieved.
* Deliver on multifaceted projects and processes within agreed deadlines and quality standards.
* Manage strategic procurement and contracting of a diverse range of mainstream and CVE providers to support program delivery. Build capability within mainstream service providers to operate as CVE practitioners.
* Engage with service delivery partners, to ensure interventions align with service delivery needs and requirements while achieving desired outcomes.
* Coordinate performance and other reporting activities for internal and external service delivery partners to ensure compliance with policy and legislation, and achievement of client outcomes.
* Provide advice and support to team members in undertaking tasks and implementing program and project plans as required to support and facilitate effective program management and implementation.

# Key challenges

* Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
* Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive guidance and provide regular updates on key projects, issues and priorities
* Provide advice and contribute to decision making
* Identify emerging issues/risks and their implications and propose solutions
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| Program Team | * Guide, support, coach and mentor team members
* Work collaboratively to contribute to achieving team outcomes
 |
| Direct Reports | * Guide and manage performance and development
 |
| Stakeholders | * Provide expert advice on project related issues
* Report and provide updates on project progress
* Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation
 |
| **External** |  |
| Stakeholders | * Provide expert advice on project related matters
* Report and provide updates on project progress
* Engage and consult in the resolution of project issues
 |
| Vendors/Service Providers and Consultants | * Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements
* Consult, provide and obtain information, negotiate required outcomes and timeframes
* Resolve and provide solutions to issues
 |

**Role dimensions**

## Decision making

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

The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the role may consult with the project Director / Project Sponsor on more complex matters.

## Reporting line

The role reports to the Manager.

## Direct reports

May be responsible for a small team or contractors.

## Budget/Expenditure

# Nil

# Key knowledge and experience

Experience in project management and an excellent understanding of project methodologies, processes and procedures.

Experience in supporting the reform and management of operational programs related to countering violent extremism.

Working understanding of contemporary CVE case management practices to inform the development of policy, procedures and evaluation outcomes.

# Essential requirements

* Relevant tertiary qualifications or equivalent experience.
* Must be an Australian Citizen and able to acquire a National Security Clearance at NV1 level.

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 |
| 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  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position
* Lead and facilitate productive discussions with staff and stakeholders
* Encourage others to talk, share and debate ideas to achieve a consensus
* Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
* Influence others with a fair and considered approach and sound arguments
* Show sensitivity and understanding in resolving conflicts and differences
* Manage challenging relationships with internal and external stakeholders
* Anticipate and minimise conflict
 | 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 | * 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 |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Prepare and review project scope and business cases for projects with multiple interdependencies
* Access key subject-matter experts’ knowledge to inform project plans and directions
* Design and implement effective stakeholder engagement and communications strategies for all project stages
* Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans and minimise impact
* Manage transitions between project stages and ensure that changes are consistent with organisational goals
* Participate in governance processes such as project steering groups
 | Advanced |
| 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 |

# 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 |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |