Role Description
Senior Project Officer

[Generic Role Description: Project Officer 9/10]

Role description essentials

Cluster/Agency	Family and Community Services
Division/Branch/Unit	Central Office/Various
Location	TBC
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	TBC
ANZSCO Code	511112
Role Number	TBC
PCAT Code	Varies depending on team and client
Date of Approval	TBC
Agency Website	www.facs.nsw.gov.au

This role description applies to multiple roles across FACS. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

Manage, design and implement a range of projects, in line with the directorate's responsibilities, which improve FACS service delivery or operations and contribute to better outcomes for individuals, families, groups and communities.

Key accountabilities

- Design, implement and coordinate comprehensive projects that deliver effective business unit outcomes and meet client service delivery needs by using project management methodologies and processes to ensure consistent high quality outcomes.
- Manage, plan and implement projects, including developing and monitoring project plans, coordinating resources, and monitoring budgets to ensure successful project milestones are met.
- Deliver on multifaceted projects and processes within agreed upon deadlines and quality standards.
- Prepare a range of project-related documents for key stakeholders as required, including status updates, reports, budgets and discussion papers to manage the flow of information.
- Provide proactive and evidence-based advice and reports to the business unit leader, Director and/or the Executive Director to ensure matters that impact business unit current business and future decision-making are considered.
- Liaise and work across FACS Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.

- Provide advice and support to project team members on undertaking tasks and implementing project plans as required to support and facilitate effective project management and implementation.
- Seek out and actively manage key internal and external stakeholder relationships based on open and regular discussions and feedback, to ensure effective interface between program development, planning, service design and policy implementation.

Key challenges

- Providing expert advice within tight deadlines in an environment characterised by conflicting priorities and multiple stakeholders.
- Maintaining oversight of project progress and ensuring issues/risks are brought to the attention of the business unit manager and stakeholders.

Key relationships

Internal relationships

Who you'll work with	Why
Line Manager	- Report directly to Line manager - Seek direction, advice and support - Provide information and feedback
Team Members	- Provide information and advice - Provide an effective and valuable two way liaison
Other FACS Divisions	- Liaise to ensure the provision of timely and accurate advice when requested - Develop and maintain effective working relationships - Negotiate/agree on timeframes
FACS Districts and Clusters	- Liaise to ensure consistent engagement with service delivery planning and service providers - Develop and maintain effective working relationships - Negotiate/agree on timeframes
Other Government Agencies and Local Government	Liaise and collaborate as appropriate.

External relationships

Who you'll work with	Why
Non-government Organisations	Engage with service providers
Community	Engage with service providers and client groups

Role dimensions

Decision making

The role:

- Carries a high level of autonomy in setting own priorities, and those of any staff/project staff supervised, in alignment with management
- Maintains a degree of independence to develop a suitable approach in managing the workload, as well as that of supervised staff, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.
- Determines own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own, and any staff supervised, workload.
- Ensures recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.
- As necessary, consults with management on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

Refer to the FACS Delegations for specific financial and/or administrative delegations for this role.

Reporting line

See divisional structure and supplementary material.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

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 applies to all NSW public sector employees. The Capability Framework is available at http://www.psc.nsw.gov.au/sector-support/capability-framework.

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Adept**
	Manage Self	Intermediate
	Value Diversity	Adept
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Advanced**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Personal attributes

Capability Name	Level	Behavioural Indicators
Act with Integrity	Adept	- Represent the organisation in an honest, ethical and professional way and encourage others to do so - Demonstrate professionalism to support a culture of integrity within the team/unit - Set an example for others to follow and identify and explain ethical issues - Ensure that others understand the legislation and policy framework within which they operate - Act to prevent and report misconduct, illegal and inappropriate behaviour

Relationships

Capability Name	Level	Behavioural Indicators
Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work

Results

Capability Name	Level	Behavioural Indicators
Deliver Results	Advanced	• Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness

Business enablers

Capability Name	Level	Behavioural Indicators
Project Management	Adept	• Prepare clear project proposals and define scope and goals in

Capability Name	Level	Behavioural Indicators
		measurable terms
		• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
		• Prepare accurate estimates of costs and resources required for more complex projects
		• Communicate the project strategy and its expected benefits to others
		• Monitor the completion of project milestones against goals and initiate amendments where necessary
		• Evaluate progress and identify improvements to inform future projects