Role Description
Project Support Officer

Cluster	Department Communities & Justice
Agency	Homes NSW
Division/Branch/Unit	Housing Portfolio / Portfolio Management (Assets)
Classification/Grade/Band	Administration & Clerical Grade 3/4
ANZSCO Code	262111
PCAT Code	1119192
Date of Approval	February 2023
Agency Website	www.nsw.gov.au/departments-and-agencies/homes-nsw

Agency overview

The NSW Government is determined to make NSW a place where everyone has access to safe and secure housing, and where experiences of homelessness are rare, brief and non-recurring.

Homes NSW is a division of the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice, the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW.

As a single division, we are streamlining services to ensure we meet the needs of the people we support, with empathy, efficiency and effectiveness. We are elevating the voice of people with lived experience of social housing, housing services and homelessness.

We strive for excellence in service delivery and partner with all levels of government, sector and communities to address the housing crisis.

Most importantly, Homes NSW puts people at the heart – including our staff. Working for us means you are joining a division where your expertise and skills will be valued.

Primary purpose of the role

Provides high quality executive, project and administrative support, to enable the efficient and effective operation of the Business Unit.

Key accountabilities

- Provide executive and secretarial support, including coordinating appointments, meetings, travel (transport and accommodation), conferences and seminars contributing to the optimal use of the Manager's time exercising discretion, initiative and confidentiality to support the achievement of Business Unit objectives.
- Review and track incoming correspondence such as Briefing Notes and Ombudsman Enquiries to determine appropriate actions and escalate when necessary.
- Provide support in respect to financial administration, compiling reports and preparation of documentation.
- Provide general administrative support in preparing a range of correspondence including letters, registers, reports and spreadsheets to support the Business Unit needs.
- Assist with the testing of business systems, acquisition and analysis of data, identifying potential trends and representing data graphically for inclusion in various stakeholder reports and documentation.
- Monitor the performance of administration and project services in terms of meeting the Unit's needs, identifying areas for improvement, making recommendations and coordinating approved actions to increase the efficiency of administration and project processes.

Key challenges

- Planning and prioritising high volumes of work with conflicting and critical deadlines.
- Attending to a wide variety of day-to-day related administrative tasks and resolving them on behalf of the Manager/Directorate.
- Responding and acting in relation to tight time frames, often coordinating responses from other staff.

Key relationships

Who	Why
Internal	
Line Manager	• Receive broad guidance, support and consult on diary management and related matters
Project Support Staff	• Work collaboratively to enable equitable distribution of work.

Role dimensions

Decision making

Expected to operate with autonomy within the context of agreed work assignments and is fully accountable for the quality, integrity and accuracy of advice provided.

The ability to exercise delegations are subject to:

- restrictions outlined in the delegation schedule and/or guidelines
- any direction, policy or procedure provided from your reporting officer (or higher) restricting your use of delegations.

Reporting line

Line Manager.

Direct reports

Nil.

Budget/Expenditure

This is a general financial limit and does not apply to every delegation. Refer to the Financial Delegations on the LAHC intranet.

Key knowledge and experience

- Broad experience in providing executive, secretariat, administrative, financial and related support services.
- Good organisational skills, the capacity to undertake and complete several tasks concurrently, maintain attention to detail and meet deadlines.
- Intermediate MS Word, Excel and PowerPoint skills.
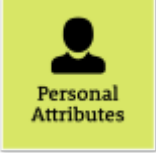
Capabilities for the role

The [NSW public sector 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	**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 • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and	Intermediate

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		• develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	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 are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational

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Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate