

Role Description

Senior Project Officer



Cluster	Communities & Justice
Department/Agency	Department Communities & Justice / Homes NSW
Division/Branch/Unit	Housing Portfolio / Portfolio Management (Assets)
Classification/Grade/Band	Administration & Clerical Grade 9/10
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	11 November 2023
Agency Website	https://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

Develop, manage and implement a broad range of programs and projects across the team to support and improve service delivery.

Key accountabilities

- Develop, plan and manage a range of projects to deliver initiatives for Housing Portfolio and, where required, lead and motivate project team members to support the achievement of project goals.

Role Description

Senior Project Officer



- Manage and oversee projects including developing and monitoring project plans, coordinating resources and managing budgets, and prepare project related documents to key stakeholders as required, including status updates, reports, budgets and discussion papers.
- Undertake research, identify and analyse options and recommend solutions to support the development of key projects across Housing Portfolio, and monitor, evaluate and analyse the performance of key projects and provide advice to inform decision making.
- Manage projects designed to review, monitor and improve the effectiveness and efficiency of service delivery and whole of asset and portfolio management within Housing Portfolio.
- Provide timely advice and communication to key stakeholders across Housing Portfolio regarding project status and implementation issues.
- Provide high level advice and support to project team members and stakeholders in undertaking tasks and implementing project plans and discussion papers as required.
- Work collaboratively with business partners to support the implementation of new products, processes and services.
- Contribute to the development of project management methodologies and processes across Housing Portfolio.

Key challenges

- Dealing with complex and sensitive political issues when managing projects to ensure effective stakeholder management and project implementation.
- Meeting project deadlines and budgets in line with agreed standards and milestones.
- Establishing and maintaining collaborative working relationships with business partners given competing demands and expectations.

Key relationships

Internal

Who	Why
Line Manager	• Receive broad guidance, exchange information and provide advice
Project Team Members	• Collaborate on project management, exchange information
Business Partners	• Consult, advise and provide information on the status of projects

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.



Role Description

Senior Project Officer



Reporting line

Line Manager.

Direct reports

Up to eight.

Budget/Expenditure

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

Key knowledge and experience

- Project management skills and experience.
- Sound understanding of local government planning controls.
- Asset management expertise.

Essential requirements

- Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.
- Current driver's licence.

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.

Role Description

Senior Project Officer

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	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
	 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

Role Description

Senior Project Officer

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	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
	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

Role Description

Senior Project Officer

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	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		
 Business Enablers	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

Role Description

Senior Project Officer

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 People Management	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 are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	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
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate

Role Description

Senior Project Officer



	Work Collaboratively	Collaborate with others and value their contribution	Adept
	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
	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
	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