Role Description
Project Manager

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	232111
PCAT Code	3119192
Date of Approval	17 October 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

Project manager is responsible for planning and overseeing the projects for Housing Portfolio, from inception through to completion. Project manager coordinates with project stakeholders to deliver projects on time, within budget and with the desired outcomes aligned to project objectives. The Project Manager is required to use Housing Portfolio IT systems to plan, monitor and regularly report to stakeholders on the progress of the project including identification and mitigation of risks which may impact successful delivery of projects.

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Key accountabilities

- Lead the design, briefing, resourcing, implementation and coordination of programs of work with the project team to deliver effective business outcomes and meet client service delivery needs.
- Establish the approaches, systems, processes and practices for project reports and documentation for Manager/Director and other key project stakeholders to report on project progress.
- Lead and identify needs for research and provide project-driven direction and support for auditing policies, plans and procedures to contribute to enhanced practice and continuous improvement.
- Manage and oversee all aspects of projects and implementations, including developing and monitoring project plans, coordinating resources, quality assurance auditing and monitoring timeframes and budgets to ensure successful project milestones are met.
- Tender management in compliance to Housing Portfolio Procurement policies and guidelines to establish contracts with external service providers.
- Administer contracts to achieve delivery of project outcomes ensuring contractual obligations are fulfilled in full compliance by all parties.
- Monitor project performance and implement risk mitigation strategies to manage delivery risks in consultation with the senior managers.
- Lead and manage complaint resolution by investigation, identification of root causes, proposing and implementing required corrective actions and drafting formal responses to those complaints including ministerial in a timely and effective manner to ensure client satisfaction.

Key challenges

- Managing conflicting priorities to ensure project milestones are achieved within target timeframes.
- Ensure business practices, systems and processes are fit for purpose and in line with current legislative, policy and professional standards and those procedures reflect best practice planning for Housing Portfolio clients.
- Obtaining quality and timely information to enable effective planning activities at the earliest opportunity to limit any re-work due to delays and tight deadlines and timeframes.

Key relationships

Internal

Who	Why
Broader Housing Portfolio, Divisional Directors, Senior Managers, Compliance Auditors, Architects, Surveyors, Planners, Procurement, DPE Legal, DCJ Districts staffs	• To consult, collaborate, gain approvals, and obtain feedback, negotiate and manage activities. • To provide specialist advice, solutions, options, recommendations, evaluations, and analysis/commentary on planning strategies, briefs, plans, ministerial, processes, issues resolutions, outcomes and requirements.
Direct Reports	• Provide guidance, allocate and appraise work and facilitate their ongoing professional development.

External

Who	Why

External Professionals, Suppliers, Service providers, Building Contractors, Consultants, Clients, Councils, Community Housing Providers, other Regulating authorities	• To manage quality outcomes, risk assess and provide project support for program performance and recommendations, support and assistance with tender processes and panels, complex project requirements, and application of risk management and the sharing of lessons learned for continuous improvement purposes. Receive broad • guidance, exchange information and provide advice.

Role dimensions

Decision making

The Project Manager is responsible to deliver the assigned projects/programs making recommendations, decisions, solutions in order to support the strategic direction, approaches, plans in collaboration with the Principal Compliance Manager, Principal Upgrade Manager, and the Director.

Reporting line

Principal Compliance Manager or Principal Upgrade 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

- Nil.

Essential requirements

- Qualifications in Engineering, Architectural, Building, Surveying, Project/Business management or related construction discipline.

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.

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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	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**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
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues	Intermediate

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	Deliver Results		Adept
Results	**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
Business Enablers	**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 • Evaluate progress and identify improvements to inform future projects	Adept

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

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Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept