Role Description
Assistant Project Officer

Cluster	Department Communities & Justice
Department/Agency	Homes NSW
Division/Branch/Unit	Housing Portfolio / Portfolio Management (Assets)
Classification/Grade/Band	Administration & Clerical Grade 5/6
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	19 October 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

Assist in managing and implementing a range of projects across Housing Portfolio to support and improve service delivery and optimise outcomes in portfolio performance and stakeholder relations.

Key accountabilities

- Assists in managing a range of projects to deliver initiatives to Housing Portfolio.
- Manages and undertakes operational aspects of project implementation, including monitoring project plans, coordinating resources and managing deliverables and tasks.
- Assists with research and analysis to support the development of key projects across Housing Portfolio.
- Assists in managing projects designed to review, monitor and improve the effectiveness and efficiency of service delivery within Housing Portfolio.

Role Description
Assistant Project Officer

- Provides operational advice and communication to stakeholders regarding project status and implementation issues as well as analysing the issues in order to recommend appropriate solutions within delegation and context.
- Assists in preparing a range of project related documents including briefing notes, status updates, reports, budgets and discussion papers.
- Utilises and implements project management methodologies and processes in all projects.

Key challenges

- Meeting project deadlines and budgets in line with agreed standards and milestones.
- Maintaining network of both internal and external stakeholders to support and facilitate effective project management and implementation.

Key relationships

Internal

Who	Why
Line Manager	• Receive broad guidance, exchange information and provide advice.
Project Stakeholders	• Build relationships, provides information.

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 Housing Portfolio intranet.

Role Description
Assistant Project Officer

Key knowledge and experience

- Understanding of project management practices.
- Tertiary qualifications in a related discipline is preferable and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.
- Current driver's license.

Essential requirements

- Nil.

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.
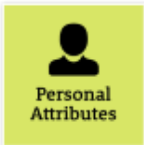
The capabilities are separated into focus capabilities and complementary capabilities

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	**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

Role Description
Assistant Project Officer
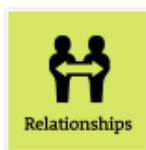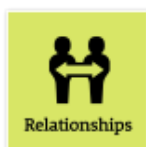
Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate	
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	
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	
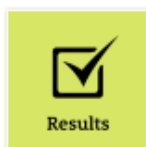
Role Description
Assistant Project Officer

	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	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
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate

Role Description
Assistant Project Officer

Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
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