

# ROLE DESCRIPTION

## Senior Ministerial Project Officer (OCEO)

Portfolio	Communities and Justice		
Department	Department of Communities and Justice		
Division/Branch/Unit	Homes NSW / Office of the Chief Executive Officer		
Location	Parramatta		
Classification/Grade/Band	Clerk Grade 9/10		
Role Number	TBC		
ANZSCO Code	131111		
PCAT Code	1111592		
Date of Approval	23 March 2025	Ref: Homes 011	
Agency Website	www.dcj.nsw.gov.au		

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

### Homes NSW 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

The Senior Ministerial Project Officer oversees and undertakes the preparation of high-level responses to Ministerial and Departmental correspondence, briefings and parliamentary material in a consistent, timely and accurate manner.

This role performs project management and support activities to contribute to the development of and delivery of a range of housing and homelessness related projects in line with established objectives across the Office of the CEO.

## Key accountabilities

- Coordinate, review and provide high quality Ministerial and Departmental correspondence, briefings and Parliamentary documents and other Parliamentary support services. Provide advice and support to team members on these materials
- Prepare and review high level briefing materials for housing and homelessness matters for executives and Ministers, as well as provide advice and support to team members on these materials
- Manage and lead projects, including preparing, coordinating, and reviewing related material. These may involve House Folder Notes, Parliamentary Questions, Notices of Motion speeches, Standing Order 52 responses, Budget Estimate Notes and Cabinet advice
- Manage, oversee and prepare high-level input for reports and other documents.
- Lead the coordination and quality assurance of papers, including agendas, briefings and reports for the CEO, Secretary and Minister.
- Develop and maintain strong and effective relationships and communication with the Minister's Office, departmental senior executives of the portfolio agencies and key stakeholders to ensure requests are met, and service delivery is efficient and appropriate
- Ensure the timely preparation of documents by following up overdue advice and identifying when additional advice or input is required.
- Support the Manager by assisting with leadership of a team of Project Officers and may assume ad hoc supervision of other team members.
- Undertake other relevant tasks as required by the Manager and Director.

## Key challenges

- Building sound relationships with stakeholders and ensuring high-level professional liaison with the senior executives across Homes NSW and DCJ.
- Overseeing and producing high-level correspondence, briefing notes, and parliamentary material, which is accurate, timely, and consistent with government directives, ensuring that senior executives are satisfied with the quality of advice and support.
- Managing, planning and prioritising high volumes of work with conflicting and critical deadlines.
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects, which are often complex and interconnected.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Escalate issues, keep informed on matters that impact client/customer or business</li><li>• Provide expert advice on broader unit issues</li><li>• Provide expert advice on contentious issues and service improvement strategies</li><li>• Make recommendations regarding development, performance and service level standards</li></ul>

Clients / customers	<ul style="list-style-type: none"> <li>• Provide expert advice to resolve issues</li> <li>• Respond and resolve queries, provide information and/or resources or redirect to the appropriate person if required</li> <li>• Seek/maintain specialist knowledge/advice</li> <li>• collaborate on departmental changes and portfolio issues and keep up with best practice</li> </ul>
Team members	<ul style="list-style-type: none"> <li>• Lead and coordinate efforts to progress sensitive, contentious and time critical work</li> <li>• Guide, support, coach and mentor to deliver business outcomes</li> <li>• Provide positive and constructive feedback</li> <li>• Set performance standards</li> </ul>
<b>External</b>	
Other government stakeholders	<ul style="list-style-type: none"> <li>• Establish professional networks and relationships across similar Departments/agencies and other jurisdictions to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues</li> </ul>

## Role dimensions

### Decision making

The role:

- uses sound judgment and initiative in developing correspondence, briefings, Parliamentary documents, and other documents, ensuring that they are well grounded in research, timely, and in an appropriate style.
- works within well-defined parameters, and written work may undergo review by management.
- may approve routine advice for submission directly to Ministers.
- assists with coordination and support of tasks within the team to ensure quality responses are provided in a high-volume work area within a complex portfolio.

### Reporting line

The role reports to the Manager, Office of the Chief Executive Officer.

### Direct reports

Nil.

### Budget/Expenditure

Nil

## Essential requirements

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](#) 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	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible, show initiative and respond quickly when situations change</li><li>• Give frank and honest feedback and advice</li><li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li><li>• Raise and work through challenging issues and seek alternatives</li><li>• Remain composed and calm under pressure and in challenging situations</li></ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Present with credibility, engage diverse audiences and test levels of understanding</li><li>• Translate technical and complex information clearly and concisely for diverse audiences</li><li>• Create opportunities for others to contribute to discussion and debate</li><li>• Contribute to and promote information sharing across the organisation</li><li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li><li>• Explore creative ways to engage diverse audiences and communicate information</li></ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>	
		<ul style="list-style-type: none"> <li>Take responsibility for delivering high-quality customer-focused services</li> <li>Design processes and policies based on the customer's point of view and needs</li> <li>Understand and measure what is important to customers</li> <li>Use data and information to monitor and improve customer service delivery</li> <li>Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant customers within the community</li> </ul>	Adept
	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relationships with internal and external stakeholders</li> <li>Anticipate and minimise conflict</li> </ul>	Adept
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> </ul>	Adept

## FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring,</li> </ul>	Adept




FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		reporting and communication requirements <ul style="list-style-type: none"> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>	

### 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 is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	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

 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Results	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
 Business Enablers	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