

Role Description

Project Support Officer



Cluster	Planning, Housing and Infrastructure
Agency	Department of Planning, Housing and Infrastructure
Division/Branch/Unit	Crown Lands and Public Spaces/Crown Lands
Location	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	531112
PCAT Code	1119192
Date of Approval	February 2024 (previous May 2022; June 2021; and October 2020)
Agency Website	https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) are building the future of NSW through delivering diverse planning, housing solutions and infrastructure across the state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Crown Lands and Public Spaces Group within DPHI includes Crown Lands, Aboriginal Outcomes, Cemeteries and Crematoria, Placemaking NSW, Greater Sydney Parklands and the Botanic Gardens of Sydney. The group has a collective responsibility for the stewardship of public lands, assets and special places across the state to provide public access, use and value, and improve quality of life for the people of NSW.

Primary purpose of the role

The Project Support Officer undertakes a range of project research, analysis, reporting, implementation and administrative activities to support the development and delivery of projects, in line with established project plans and objectives.

Key accountabilities

- Provide project and operational support, including monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project plans
- Update and collate documentation and records regarding relevant issues, policies and practices to ensure the delivery of projects complies with agreed project management methodology
- Undertake basic research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning
- Assist the project team to complete tasks and implement project plans to ensure agreed outcomes are achieved
- Communicate with relevant stakeholders to provide updates regarding project status and implementation issues

- Provide a range of secretariat and administrative services, including coordinating committee meetings and preparing papers, to support project management delivery.

Key challenges

- Effectively managing and prioritising multiple project support activities in a high workload and politically sensitive environment
- Developing and maintaining key relationships across divisions to ensure effective coordination and achievement of project objectives.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Provide work planning of projects and tasks required to be delivered. • Seek guidance, provide updates and escalate issues.
Team	<ul style="list-style-type: none"> • Support the team and share information and research • Deliver information and advice and ensure the delivery of projects and tasks are consistent with departmental requirements.
Departmental staff	<ul style="list-style-type: none"> • Exchange information, discuss issues and coordinate project work across the Department.
External	
Government agencies and stakeholder groups	<ul style="list-style-type: none"> • Seek information and provide advice and information to ensure relevant interests and requirements are considered and addressed. • Communicate on relevant issues and respond to concerns/complaints in a timely manner and inform on relevant decisions and progress on programs/projects.

Role dimensions

Decision making

Determines and manages own work load and priorities and refers issues to the manager as required.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

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

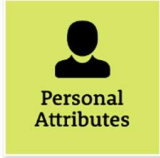

business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

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
 <p>Personal Attributes</p>	<p>Act with Integrity Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Build understanding of ethical behaviour Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation Speak out against misconduct and illegal and inappropriate behaviour Report apparent conflicts of interest 	Foundational
 <p>Relationships</p>	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> 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
	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep the team and supervisor informed of work tasks Use appropriate approaches, including digital technologies, to share information and collaborate with others 	Foundational

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Results</p>	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> 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
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	Intermediate
 <p>Business Enablers</p>	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> 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.

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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	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
	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	Intermediate
 Business Enablers	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	Foundational