

# Role Description

## Senior Project Officer

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Creative Industries, Tourism,  
Hospitality and Sport

Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Office of the 24-Hour Economy Commissioner/ Strategy & Projects
Location	Sydney/Regional NSW
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	599999
PCAT Code	1221591
Date of Approval	September 2024
Agency Website	<a href="http://www.nsw.gov.au/dciths">www.nsw.gov.au/dciths</a>

### Agency overview

At the Department of Creative Industries, Tourism, Hospitality and Sport we bring vibrancy to NSW by growing our creative industries and workforces, driving strong visitor and night-time economies, ensuring a responsible hospitality sector, and putting arts, culture and sport at the heart of our communities.

Together we:

- Create social and economic opportunities for the state
- Support the creation of jobs across the creative, visitor and night-time economies
- Prioritise First Nations artists, stories and culture
- Ensure arts, culture and sport are at the heart of every community to be enjoyed and accessed by all
- Drive visitation through events, campaigns and visitor experience development
- Activate our night-time and creative economies to unlock unique precincts and community spaces
- Deliver a vibrant and responsible hospitality, liquor, racing and gaming environment
- Support NSW's key Cultural Institutions to ensure access for all, enable community experiences and education and preserve the state's diverse cultural assets and history.

[Creative Industries, Tourism, Hospitality and Sport | NSW Government](#)

### Primary purpose of the role

The Office of the 24-Hour Economy Commissioner has recently refreshed its 24-hour Economy Strategy, that will provide the blueprint for working with stakeholders across NSW to support vibrant 24-hour economies.

The Senior Project Officer is primarily responsible supporting delivery of the Local Government Program within O24HEC to build capacity of councils across NSW to grow and manage their local 24-hour economies. The role will be responsible for coordinating rollout of the program with local councils through a range of workshops and resources.

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## Key accountabilities

- Coordinate the development and delivery of a statewide Local Government Program, including workshops, online resources and grants to support local councils to grow their 24-hour economies.
- Undertake strategic research into trends driving 24-Hour Economies across metropolitan and regional areas of NSW.
- Prepare briefs and presentations to councils and other stakeholders on work of the O24HEC to create vibrant, diverse and sustainable 24-hour economy precincts.
- Develop and maintain stakeholder and customer relationships through effective communication, negotiation and issues management to ensure project deliverables are met.
- Provide advice and information on emerging project issues to support project development and delivery in line with established plans, budgets, timeframes, policy objectives and other project and priorities.
- Support project team/s, including internal and external project staff, to deliver all key project/s milestones and outcomes.

## Key challenges

- Managing engagement with local councils and other stakeholders across NSW to progress work of the O24HEC.
- 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>	
Reporting Line Manager	<ul style="list-style-type: none"> <li>• Receive guidance and instruction, seek clarification and advice, and report on progress against work plans.</li> <li>• Escalate and discuss issues.</li> <li>• Identify emerging issues/risks and provide options for potential solutions.</li> <li>• Provide input and respond to requests for information and briefings.</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Participate in meetings, share information and provide input on issues.</li> <li>• Provide input, support and advice to colleagues and team members to contribute to team outcomes.</li> <li>• Develop and maintain effective working relationships and open channels of communication.</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Support, guide and manage performance.</li> </ul>
Internal Stakeholders	<ul style="list-style-type: none"> <li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.</li> </ul>

Who	Why
<b>External</b>	
Other NSW Government/Commonwealth Agencies	<ul style="list-style-type: none"> <li>Establish professional networks and relationships across agencies to share ideas and learnings and collaborate on common responses to emerging and/or developing issues.</li> </ul>
External Stakeholders	<ul style="list-style-type: none"> <li>Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.</li> <li>Resolve and provide solutions to issues, ensuring the Executive is apprised of emerging issues.</li> </ul>
Vendors/Suppliers/Consultants	<ul style="list-style-type: none"> <li>Manage contracts for quality, on time service delivery and performance targets.</li> <li>Negotiate, collaborate and engage with suppliers to facilitate on-time delivery of projects, products and services.</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

### Reporting line

The role accounts and reports to the Associate Director, Strategy & Projects.

### Direct reports

This role has no direct reports.

### Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

## Key knowledge and experience

- Experience in working with the local government sector.

## Essential requirements

- Tertiary qualifications in a relevant discipline or demonstrated equivalent relevant professional experience.

## 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><b>Display Resilience and Courage</b></p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<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
	<p><b>Act with Integrity</b></p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Work Collaboratively</b> Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Recognise outcomes achieved through effective collaboration between teams</li> <li>• Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government</li> <li>• Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions</li> <li>• Network extensively across government and organisations to increase collaboration</li> <li>• Encourage others to use appropriate collaboration approaches and tools, including digital technologies</li> </ul>	Advanced
 <p>Results</p>	<p><b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <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>	Adept
 <p>Results</p>	<p><b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions</p>	<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> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <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>	
 <p>Business Enablers</p>	<p><b>Project Management</b> Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Prepare and review project scope and business cases for projects with multiple interdependencies</li> <li>• Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>• Design and implement effective stakeholder engagement and communications strategies for all project stages</li> <li>• Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>• Develop effective strategies to remedy variances from project plans and minimise impact</li> <li>• Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> <li>• Participate in governance processes such as project steering groups</li> </ul>	Advanced
 <p>People Management</p>	<p><b>Optimise Business Outcomes</b> Manage people and resources effectively to achieve public value</p>	<ul style="list-style-type: none"> <li>• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives</li> <li>• Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning</li> <li>• When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences</li> <li>• Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context</li> </ul>	Adept

## FOCUS CAPABILITIES

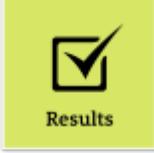
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Monitor performance against standards and take timely corrective actions</li> <li>Keep others informed about progress and performance outcomes</li> </ul>	

## 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 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	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	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	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	Adept