Role Description
Assistant Project Officer Aboriginal (Identified)

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 5/6, Departmental Officer 5/6 and SNSW Award Grade 5/6
ANZSCO Code	511112
PCAT Code	1229192
Date of Approval	October 2020

Primary purpose of the role

The Assistant Project Officer undertakes a range of culturally informed 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

- Delivering multiple project support activities in line with agreed standards and objectives, given tight deadlines and competing demands and priorities.

Key relationships

Who	Why
Internal	
Manager	• Receive and clarify guidance and instructions and report on progress against work plans • Escalate and discuss issues
Project Team	• Participate in meetings, share information and provide input on issues • Support team members and work collaboratively to contribute to achieving team outcomes
Stakeholders	• Report to and provide updates on project status • Respond to enquiries • Coordinate meetings and activities
External	
Stakeholders	• Report to and provide updates on project status • Respond to enquiries • Coordinate meetings and activities

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager's 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

Reporting line

Manager, Project Manager or Senior Project Officer

Direct reports

Nil

Budget/Expenditure

As per the Customer Service delegations

Essential requirements

- Identifies as a person of Aboriginal descent, including submission of supporting document for family's Aboriginal descent and acceptance by their local Aboriginal community as a person of Aboriginal descent
- For roles where required under Legislation, appointment and ongoing assignment is subject to the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with relevant Legislation and related policies

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**
	**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
	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	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	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
		• 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	
	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	**Project Management** Understand and apply effective project 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.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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	Foundational