Role Description
Project Officer

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
OSCA Code	511231
PCAT Code	1229192
Role Family/Function/Type	Project, Program & Portfolio Management / Non-Digital Project, Program, Portfolio Management
Date of Approval	September 2021 (updated May 2026)
Agency Website	www.customerservice.nsw.gov.au

Primary purpose of the role

Perform project management and support activities to contribute to the development and delivery of a range of projects to meet business objectives.

Key accountabilities

- Coordinate and implement a range of projects applying sound project management principles and support the project lead/s in the delivery of organisational and/or business projects
- Provide a range of project management and support services, ensuring project and administration activities are undertaken to enable the project team to complete tasks and achieve agreed outcomes on time, on budget, to quality standards and within agreed scope, in line with established project management methodology
- Develop and maintain customer, stakeholders and vendor relationships through effective communication, negotiation, and issues management to ensure project deliverables are met
- Coordinate working groups, committees, and consultations to facilitate exchange of information and support project completion in line with project plans
- Prepare and maintain project related documentation and source and collate information for reporting, monitoring and evaluation purposes to contribute to achievement of the project outcomes and identification of emerging issues
- Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning

Key challenges

- Balancing competing demands to ensure project objectives are achieved
- Meeting day to day project activities while identifying risks, issues and assessing the impact of actions options for resolutions to ensure risks are managed or escalated

Key relationships

Internal

Who	Why
Manager	• Provide advice and contribute to decision making regarding projects and issues • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities
Work Team	• Develop and maintain effective relationships and open channels of communication • Participate in meetings to obtain the project team perspective and share information • Respond to enquiries
Customers/Stakeholder	• Develop and maintain effective relationships and open channels of communication to facilitate outcomes • Exchange information and respond to enquiries

External

Who	Why
Customer/Stakeholders	• Develop and maintain effective relationships and open channels of communication to facilitate outcomes • Exchange information and respond to enquiries
Suppliers/Vendors	• Liaise with suppliers on the operational level • Assist with contract administration

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their manager. 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

Director, Manager or Project Manager

Direct reports

This role may have direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

- 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
 Personal attributes	**Manage Self** Be persistent, self-reflect and commit to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
 Relationships	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**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
	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	**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

Capability group/sets	Capability name	Behavioural indicators	Level
	**Project Management** Understand and use effective ways to plan, coordinate and control projects	• Understand all components of the project management process, including the need for change management to achieve business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult with stakeholders, including people with lived experience to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take steps to address any problems • Evaluate progress and identify improvements to inform future projects	Adept
	**Manage and Develop People** Engage with and motivate staff, and develop their capability and potential	• Collaborate with your team to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely feedback that people can act on • Identify and act on opportunities to coach and mentor others • Recognise performance issues that need to be dealt with and work promptly to resolve them • Effectively support and manage team members who are working flexibly and in different locations • Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures • Reflect on feedback about your management style and potential areas where you can improve	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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
	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 use procurement processes to ensure effective purchasing and contract performance	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support and champion change, and help others to engage with change	Foundational