

Role Description

Project Support Officer



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property / Land & Housing Corporation / Assets Division
Location	TBA
Classification/Grade/Band	Clerk Grade 3/4
Role Number	TBA
ANZSCO Code	262111
PCAT Code	1119192
Date of Approval	September 2021 (updated from June 2017)
Agency Website	www.dpie.nsw.gov.au

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous 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 NSW Land and Housing Corporation (LAHC) is a Public Trading Enterprise within the DPIE cluster responsible for the public housing portfolio. LAHC owns and manages the Government's public housing portfolio of some 130,000 properties within New South Wales.

Future Directions for Social Housing in NSW (Future Directions) sets out the Government's vision to transform the social housing system over the next 10 years with LAHC playing a critical role in delivering the benefits of this new and innovative model for social housing. A key feature is the Communities Plus program, which is designed to fast-track the redevelopment of LAHC's social housing portfolio in partnership with the private and community housing sector to deliver significant new and replacement social housing dwellings that are integrated with affordable private dwellings.

Finance and Reporting Division's purpose is to manage LAHC's financial management, business reporting and financial and information systems functions.

Primary purpose of the role

Provides high quality executive, project and administrative support, to enable the efficient and effective operation of the Business Unit.

Key accountabilities

- Provide executive and secretarial support, including coordinating appointments, meetings, travel (transport and accommodation), conferences and seminars contributing to the optimal use of the Manager's time exercising discretion, initiative and confidentiality to support the achievement of Business Unit objectives.
- Review and track incoming correspondence such as Briefing Notes and Ombudsman Enquiries to determine appropriate actions and escalate when necessary.
- Provide support in respect to financial administration, compiling reports and preparation of documentation.
- Provide general administrative support in preparing a range of correspondence including letters, registers, reports and spreadsheets to support the Business Unit needs.
- Assist with the testing of business systems, acquisition and analysis of data, identifying potential trends and representing data graphically for inclusion in various stakeholder reports and documentation.
- Monitor the performance of administration and project services in terms of meeting the Unit's needs, identifying areas for improvement, making recommendations and coordinating approved actions to increase the efficiency of administration and project processes.

Key challenges

- Planning and prioritising high volumes of work with conflicting and critical deadlines.
- Attending to a wide variety of day-to-day related administrative tasks and resolving them on behalf of the Manager/Business Unit.
- Responding and acting in relation to tight time frames, often coordinating responses from other staff.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none">• Receive broad guidance, support and consult on diary management and related matters
Project Support Staff	<ul style="list-style-type: none">• Work collaboratively to enable equitable distribution of work.

Role dimensions

Decision making

Expected to operate with autonomy within the context of agreed work assignments and is fully accountable for the quality, integrity and accuracy of advice provided.

The ability to exercise delegations are subject to:

- restrictions outlined in the delegation schedule and/or guidelines
- any direction, policy or procedure provided from your reporting officer (or higher) restricting your use of delegations.

Reporting line

Various

Direct reports

Nil

Budget/Expenditure

This is a general financial limit and does not apply to every delegation. Refer to the Financial Delegations on the LAHC intranet.

Key knowledge and experience

- Broad experience in providing executive, secretariat, administrative, financial and related support services.
- Good organisational skills, the capacity to undertake and complete several tasks concurrently, maintain attention to detail and meet deadlines.
- Intermediate MS Word, Excel and PowerPoint skills.

Work Health and Safety Obligations

As a staff member (or worker) you are required to:

- Take reasonable care for your own health and safety at all times and not adversely affect the health and safety of other people.
- Comply with any reasonable instruction and cooperate with any reasonable health and safety policy or procedure.
- Report workplace hazards.
- Complete WHS induction training.
- Report all workplace hazards, incidents and near misses.
- Participate in the WHS consultative process.

Important Information

All Departmental employees are required to comply with policies and guidelines for employment equity and diversity, ethical and fair workplace practices, work health and safety and, code of conduct to ensure professionalism in the workplace.

Appointments to the Department are subject to reference checks. Some positions may also be subject to a criminal record check.

Please visit the Department's website for further important information about the Department.

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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<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 	Intermediate



		<ul style="list-style-type: none"> develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers 	
	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
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	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
	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
	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	Foundational
	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate