# Lord Howe Island BoardRole Description

# Senior Project Officer Infrastructure

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| **Role Description Fields** | **Details** |
| **Cluster** | **Planning and Environment** |
| **Department/Agency** | **Lord Howe Island Board** |
| **Division/Branch/Unit** | **Business and Corporate Services** |
| **Role number** | **Generic** |
| **Classification/Grade/Band** | **LHI Officer Grade 7** |
| **ANZSCO Code** | **511112** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **October 2023** |
| **Agency Website** | **http://www.lhib.nsw.gov.au** |

## Agency overview

The Lord Howe Island Board is a statutory authority established under the provisions of the Lord Howe Island Act 1953. The Board is responsible to the NSW Minister for the Environment and comprises four Islanders elected by the local community and three members appointed by the Minister. It is charged with the care, control and management of the Island and the affairs and trade of the Island. It is also responsible for the care, improvement and welfare of the Island and residents. “Island” as defined by the Act includes Lord Howe Island and all adjacent islands and coral reefs within one marine league of the Island. Ball’s Pyramid and adjacent islands are also included in this definition.

The Lord Howe Island Board has a clear Charter to exercise community leadership, protect and preserve the environment, support the Island’s economy, manage land, provide infrastructure and services for the Island and build a strong and healthy community.

The Lord Howe Island Board is part of the NSW Planning and Environment cluster. Our vision is to create thriving environments, communities, and economies for the people of New South Wales.

## Primary purpose of the role

Act as the Board’s representative and principal project officer in a program management team that is charged with the coordination and delivery of critical infrastructure projects and services, administration, and other project support services.

## Key accountabilities

* Develop and maintain strong relationships with key stakeholders including Board members, CEO and Senior Managers, local residents, business owners, and community groups to gather, analyse and share crucial local knowledge.
* Lead or participate as relevant in the development of detailed project plans including project budgets, resource requirements, stakeholder consultation plans and milestone reporting schedules, ensuring projects are completed within required timeframes, at or below budgets and meet agreed quality standards.
* Undertake research and formulate recommendations that integrate local knowledge and service needs in evidence-based project planning and decision making. Collaborate with project teams, subject matter experts and legal representatives, in project planning and implementation.
* Monitor and evaluate all aspects of project implementation, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, to ensure project outcomes are achieved.
* Provide high level specialist advice and information to internal and external stakeholders on emerging project issues and to support project development and delivery in line with established plans, budgets, timeframes, policy and environmental objectives and other project and priorities.
* Develop and review sensitive specialist advice, reports, submissions, briefing notes, business papers and ministerial correspondence relevant to projects including contentious or politically sensitive issues often involving significant financial implications and within urgent timeframes.
* Facilitate effective and efficient communication and information flow to enhance the timeliness and quality of material flowing in and out of the agency, ensuring senior management and key stakeholders are fully briefed on the status of projects.
* Maintain regular review and report on the status of projects managed; identify potential issues that may delay or obstruct project delivery and implement appropriate interventions to ensure their completion within agreed timeframes and budgets. Coordinate internal communication, consultation, and records management to ensure the consistent application of local policies, guidelines and procedures.

## Key challenges

* Establishing and maintaining effective stakeholder relationships to facilitate ongoing consultation, communication, negotiation and issues management and their optimal engagement and contribution in project development and delivery.
* 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
* Appling diplomacy, confidentiality and astute judgement in evaluating and providing advice for potentially sensitive and controversial issues, both at a local and broader level. Living and working in a remote environment as part of a highly engaged community with logistical and technology challenges.

## Key relationships

**Internal**

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| Who | Why |
| CEO | * Receive guidance and support, provide expert advice, consult and negotiate on key agency priorities and exchange information. |
| Senior Manager Business and Corporate Services (MBCS) | * Work closely to receive information and ensure integrated systems and approach. |
| Work Team | * Provide guidance, support, exchange information and facilitate their professional development. |
| Board staff | * Work collaboratively to contribute to achieving business outcomes * Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing. |

**External**

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| --- | --- |
| Who | Why |
| External agencies and project Team | Consult and liaise with external agencies and project team. |
| Environment and Heritage and other DPE staff and other stakeholders | Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives. |
| Local community | Consult and liaise with local community and businesses to enable effective customer service. |

## Role dimensions

### Decision making

The Senior Project Officer operates with a high level of autonomy and is expected to determine key operational objectives in consultation with the CEO and MIES and exercise delegated authority. The role is individually accountable for the quality, integrity and validity of the content of advice provided. The role consults with the CEO and the Senior Management Team on issues that are controversial or sensitive or may have adverse political ramifications.

### Reporting line

Manager

### Direct reports

0

### Budget / Expenditure

TBC

## Key knowledge and experience

* Project management skills and experience with an understanding of contemporary best practice in procurement, tendering and contract preparation; in managing project teams, consultants and contractors, in stakeholder engagement; and in applying environmental safety and risk management policies and systems.
* Demonstrated experience in developing, implementing and reviewing strategic plans, policies and programs, and in providing strategic and operational advice and recommendations to senior management.
* Demonstrated understanding of local community dynamics, relationships, and logistical challenges associated with remote communities.

## Essential requirements

* Appropriate tertiary qualifications or demonstrated equivalent, relevant professional experience.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way and encourage others to do so * Act professionally and support a culture of integrity * Identify and explain ethical issues and set an example for others to follow * Ensure that others are aware of and understand the legislation and policy framework within which they operate * Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
| relationships | **Communicate Effectively**  Communicate clearly, actively listen 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 |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration * Build cooperation and overcome barriers to information sharing and communication across teams and units * Share lessons learned across teams and units * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence * Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience * Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience * Seek contributions and ideas from people with diverse backgrounds and experience * Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness * Identify and share business process improvements to enhance effectiveness | Adept |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise 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 stakeholders to inform the project strategy * Communicate the project’s objectives and its expected benefits * Monitor the completion of project milestones against goals and take necessary action * Evaluate progress and identify improvements to inform future projects | Adept |

## 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.

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| **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 | Adept |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | 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 | Adept |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| results | 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 |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |