

Role Description

Graduate (Digital stream)

Department/Agency	NSW Government Graduate Program
Classification/Grade/Band	Clerk Grade 3/4 (or equivalent)
ANZSCO Code	599999
PCAT Code	1119192
Last updated	4 March 2024
Agency Website	https://iworkfor.nsw.gov.au/graduate-program

Primary purpose of the role

Support the development and implementation of a range of digital projects and program initiatives in a range of contexts across the NSW public sector as part of a structured graduate employment and development program.

Key accountabilities

- Undertake research and data analysis and contribute to the design and development of solutions to support a wide range of government digital programs and initiatives.
- Monitor and report on the delivery of projects to assist the team in ensuring milestones and deliverables are met on time, within budget and to agreed quality standards.
- Undertake a range of project or program support responsibilities to meet business objective needs and outcomes.
- Utilise discipline related knowledge to provide informed customer service, advice and digital solutions to internal and external stakeholders, referring more complex matters to senior team members.
- Support a range of digital projects, policies and program initiatives in diverse environments to acquire an understanding of operational, policy, regulatory and governance facets and gain a holistic view of work in NSW government.
- Work collaboratively within and across public sector agencies and actively support others to achieve agency business objectives.

Key challenges

- Building an understanding of the institutional frameworks and conventions and the working of the public sector which guide work in the NSW Government, including legislative and budgetary processes.
- Learning and adapting quickly to different work environments, managers and work assignments each rotation.
- Building and maintaining solid working relationships with clients, stakeholders, mentors, managers and colleagues in the home and placement agencies.

Key relationships

Who	Why
Manager	Escalate issues, keep informed, provide advice, receive instructions and provide regular feedback.
Work team	Support team and work collaboratively to contribute to achieving the team's outcomes.
Agency Graduate Coordinator	Seek advice and support on program issues.
Mentor	Seek professional and personal direction, support and advice.
Graduate cohort	Share new concepts and different perspectives with each other and build a network of peers across the sector.
External stakeholders	Address queries or gather information to support the development and implementation of projects, policies and other initiatives. Build strong collegial networks within the home and placement agencies.

Role dimensions

Decision making

Refers matters that require specialist knowledge or expertise to team/manager.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Completion of undergraduate or postgraduate digital or information and communication technology (ICT) degree qualification within the last two years or by December.

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. 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.

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"> Behave in an honest, ethical and professional way Build understanding of ethical behaviour Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation Speak out against misconduct and illegal and inappropriate behaviour Report apparent conflicts of interest 	Foundational
	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
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep the team and supervisor informed of work tasks Use appropriate approaches, including digital technologies, to share information and collaborate with others 	Foundational



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

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. Please refer to the NSW public sector capability framework for more information on the behavioural indicators and the types of behaviours expected at each level.

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	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	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
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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

	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
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational