

Role Description

Associate, Program Design and Evaluation

Role Description Fields	Details
Cluster	Premier and Cabinet
Department/Agency	Premier's Department
Division/Branch/Unit	Investment NSW / Economics and Analysis
Role number	131293, 131289 & 131292
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	51112
PCAT Code	1229192
Date of Approval	February 2025
Agency Website	https://www.nsw.gov.au/premiers-department

Agency overview

The Premier's Department is connecting to deliver from the heart of government.

- Leads the NSW public service by fostering a culture of service and collaboration, promoting strong public sector performance and promoting the voice of Aboriginal people and communities across the sector.
- Ensures a whole of government response to urgent issues and crises by coordinating cross-agency responses to support our communities when they need it most.
- Delivers government priorities and election commitments, including complex, multi-agency projects.

For more information go to <https://www.nsw.gov.au/premiers-department>

Primary purpose of the role

Provide support to program and policy teams in early design stages to ensure all initiatives are evaluation ready. The role undertakes the collection, analysis and reporting of quantitative and qualitative evaluation data and develops key findings and recommendations for program improvement.

Key accountabilities

- Contribute to the design of programs based on program logics and evaluation principles.
- Undertake collection, analysis and reporting of quantitative and qualitative data to support process, outcome and economic evaluations.
- Develop key findings and recommendations for program improvement and ensure timely delivery of high-quality evaluation reports.
- Establish and maintain networks and relationships with internal and external stakeholders, including communicating and coordinating workshops with policy and program teams to support engagement with program design, monitoring and evaluation processes.
- Contribute to the development, review and implementation of systems, processes and operational plans to ensure that the unit achieves its objectives.

- Provide a range of project management and support services to contribute to the development and evaluation of policy initiatives and programs.

Key challenges

- Delivering a range of activities across process, outcome and economic evaluation, given tight deadlines, limited resources and the need to manage competing priorities.
- Adapting and assimilating information quickly to ensure evaluation outcomes are achieved.
- Researching and assessing complex information, identifying key issues and providing sound solutions or advice in short timeframes.

Key relationships

Internal

Who	Why
Reporting Line Manager	<ul style="list-style-type: none"> • Receive guidance and instruction, seek clarification and advice, and report on progress against work plans. • Participate in discussions and decisions regarding evaluation processes and practice. • Escalate issues and propose solutions. • Receive guidance and provide regular updates on key tasks, issues and priorities.
Work Team	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues. • Support team members and work collaboratively to contribute to achieving team outcomes. • Develop and maintain effective working relationships and open channels of communication.
Internal Stakeholders	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues. • Develop and maintain effective working relationships and open channels of communication. • Report and provide updates on project status.

External

Who	Why
External Stakeholders	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues. • Develop and maintain effective relationships and open channels of communication to foster liaison, consultation, and engagement.

Role dimensions

Decision making

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

The role accounts and reports to the Associate Director, Program Design and Evaluation.

Direct reports

This role has no direct reports.

Budget/Expenditure

Budget and expenditure will be in line with Premier's Department delegations.

Key knowledge and experience

- Experience in program evaluation.

Essential requirements

- Tertiary qualifications in economics, commerce, or related social science disciplines or equivalent knowledge and experience.

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	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

 <p>Personal Attributes</p>	<p>Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> • 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
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • 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
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • 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
 <p>Results</p>	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<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



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



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.

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	Intermediate
 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	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 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	Foundational