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| **Cluster** | Planning, Industry and Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water / Manly Hydraulics Laboratory |
| **Location** | State of NSW |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 311415 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 30 November 2015 (updated 5 March 2021) |
| **Agency Website** | www.dpie.nsw.gov.au, and www.mhl.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 Water Group leads the NSW Government in providing confidence to communities and stakeholders with the transparent stewardship of water resources, provision of services and reforms that support sustainable and healthy environments, economies and societies across NSW.

Manly Hydraulics Laboratory (MHL) provides specialist and impartial advice relating to coastal and water engineering and water flow assurance, utilising physical and numerical modelling, NATA accredited facilities and extensive data collection programs in water, sewer, stormwater, irrigation, coastal, riverine and environmental systems.

# Primary purpose of the role

Manage, co-ordinate and carry out a range of oceanic/marine, coastal, estuarine/riverine (including flood waters) water system, sewer system and/or stormwater system monitoring services in office and field under the guidance of senior staff to deliver high quality and innovative client outcomes.

# Key accountabilities

* Contribute to systems and processes for MHL’s interest in the built environment by representing MHL at external and internal working parties
* Contribute and work collaboratively using strong communication and organisational skills to balance conflicting priorities and deliver high quality and innovative project outcomes within agreed parameters
* Prepare and provide clear and thorough reporting and other documentation to senior staff and clients which informs and provides accountability
* Contribute to the development and implementation of innovative and leading edge outcomes, and contribute to resolution of issues to client satisfaction
* Develop and maintain a good understanding of industry trends and practices and Departmental obligations and apply these to all outcomes
* Liaise with clients to understand their business needs and technical issues/concerns, and provide solutions and obtain feedback on the services provided
* Provide excellent client service in order to obtain repeat business, develop new business opportunities and continuously improve the reputation of MHL in the industry through the implementation of sound business methodology
* Prepare fee proposals for less complex projects that are robust and financially viable whilst being competitive with other industry bidders

# Key challenges

* Delivering a range of outcomes concurrently while meeting client expectations and time, quality and budget parameters
* Providing exceptional client service while managing concurrent or competing timelines
* Undertake training and development opportunities so that increasing skills and professional judgement is obtained and applied to more difficult tasks

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Develop and maintain effective working relationships and open channels of communication. * Contribute to a client-focused approach to service delivery. |
| Work Team | * Work collaboratively with team members to contribute to achieve business outcomes. * Participate in meetings to share information and provide input on issues * As part of a team, work on a range of hydrographic projects and support team members to achieve business outcomes. |
| **External** |  |
| Clients/Stakeholders | * Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed through managing the flow of information, seeking clarification and providing advice with guidance from senior managers and responding to queries to ensure prompt resolution of issues. * Address/ respond to queries and provide solutions where possible, or redirect query to relevant area. * Contribute to a client-focused approach to service delivery. * Develop a thorough understanding of client needs and business requirements |
| Vendors/Service Providers | * Participate in forums, groups to represent the agency and share information * Manage and monitor provision of service to ensure compliance with contracts and service arrangements. * Initiate and maintain contact to provide and gather information and resolve routine issues |
| Industry Professionals/Consultants | * Seek/maintain specialist knowledge/advice and keep up to date with industry best practice. |

# 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 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

This role reports to the relevant Team Leader

# Direct reports

Nil

# Budget/Expenditure

This role has no financial delegations. However the position needs to work within negotiated and agreed budget parameters and Departmental delegations, as well as apply commercial and general financial and economic knowledge.

# Key knowledge and experience

* Experience and knowledge in operating a hydrographic data capture network, including real time data processes – in particular industry sensors, loggers, and equipment.
* Experience in coordinating a program of field activities, including development and management of a data network servicing plan.
* Sound understanding of technologies, developments, legislation and trends associated with streams, irrigation systems, water system, sewer system and/or stormwater system monitoring industry with an ability to deliver professional services that allow those requirements to be met.
* An understanding of project management systems and experience in the use of Microsoft software applications (Office365, Sharepoint, MS Teams), hydrometric data management systems, and equipment software, and GIS applications (desirable).
* Experience marketing and promoting hydrometric and environmental monitoring, data management, analysis and data quality control.

# Essential requirements

* Tertiary qualifications or equivalent industry experience in the field of data analysis and use of instrumentation and software in relation to flowrate measurement and three or more of the following areas: oceanic / marine, coastal, estuarine / riverine (including flood waters), irrigation systems,
* Hold a current First Aid Certificate, Confined Spaces Certificate, and fitness assessment. The following would also be an advantage: Boat Licence, Advanced Resuscitation, Coxswain Certificate.
* Willingness and capacity, to work in and above water, natural environments and urban environments including sewer systems and stormwater systems.
* A valid NSW Driver’s Licence and willingness and ability to: drive to remote locations; undertake frequent field work away from the office including overnight travel which may be for extended periods, travel by air and road, outdoors inspections; walking distances over rough ground, working at heights, entry to confined spaces including sewers, lifting, manual labour, adequate swimming ability and working in boats.
* Employment screening checks, security or other clearances and health assessments may be conducted.

**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** | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | * 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 |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | * Take responsibility for delivering high-quality customer-focused services * Design processes and policies based on the customer’s point of view and needs * Understand and measure what is important to customers * Use data and information to monitor and improve customer service delivery * Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers * Maintain relationships with key customers in area of expertise * Connect and collaborate with relevant customers within the community | Adept |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment 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 |
|  | **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.

| **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 | Intermediate |
| Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| 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 own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |