

Role Description

Senior Aboriginal Cultural Officer (Identified)



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Water/ Water Infrastructure NSW
Location	Negotiable
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	18 February 2021
Agency Website	www.dpie.nsw.gov.au

About the Department of Planning, Industry and Environment

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.

Primary purpose of the role

The role designs and implements community and stakeholder engagement strategies for projects delivered by the Water Infrastructure NSW Division of DPIE Water Group. These strategies involve building relationships with stakeholders and key regional, metropolitan and first nations communities; and communications to support this engagement in collaboration with the Water Communications team. The role effectively engages with various community stakeholders to plan and deliver infrastructure across the water sector.

Key accountabilities

- Evaluate current arrangements for Aboriginal involvement in the Murrumbidgee catchment within the SDLAM program and implement a framework to ensure the involvement of Aboriginal people in the NSW Murray Darling Southern basin communities is effective and appropriate.
- Partner with Water staff to facilitate involvement and input by Aboriginal Communities on issues, policy positions and planning development to ensure outcomes are identified, discussed and resolved within Water to a point where negotiation with other relevant stakeholders can proceed.

- Encourage change in workforce culture by facilitating cross-learning, and cultural awareness, sharing and transferring community and cultural knowledge, expertise and skills to colleagues and clients, including conducting information, training and briefing sessions to contribute to continuity of knowledge across the agency.
- Facilitate engagement with key Aboriginal Community representatives and assist the team to develop and maintain communication networks to integrate Aboriginal perspectives within project outcomes and ensure delivery of project objectives and milestones.
- Establish networks for Aboriginal stakeholders to gain their input and inform the water management planning processes and improve the ability of Water to integrate Aboriginal heritage, views and values into water management planning.
- Provide informed advice, analysis of options and briefings to Water senior management to maintain information flow about Government and water resource management policy, legislation and initiatives that affect Aboriginal communities.
- Manage the budget project and planning cycle, including developing project plans, identifying and coordinating resources, managing budgets, meeting procurement and reporting requirements, developing and managing contracts or other service level agreements to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope
- Contribute to the development of policies, strategies and programs that balance complex and multiple issues with sensitivity to relationships with stakeholders, resource requirements, and service delivery impacts.

Key challenges

- Working with a wide range of stakeholders with different levels of understanding to encourage and enhance two way communication and understanding to enable effective inclusion of Aboriginal perspectives and cultural issues in water management.
- Working in a culturally appropriate manner whilst also maintaining a good knowledge of the priorities and strategic directions for Water and water reform and planning issues more generally, including the trends and developments to enable effective input to planning and policy processes.
- Working across a large geographical area whilst contributing to multiple work plans and reporting to multiple managers on work plan progress.

Key relationships

Who	Why
Internal	
Principal Project Officer Stakeholder Engagement and Communications	<ul style="list-style-type: none"> • Escalate and resolve issues of a sensitive nature • Receive advice and report on progress towards objectives • Provide advice and contribute to decision making • Identify emerging issues and propose solutions
Directors and Senior Managers	<ul style="list-style-type: none"> • Provide input, advice and information and contribute to management of unit.
Manager Water Relationships Water Executive Water Managers	<ul style="list-style-type: none"> • Receive guidance and provide regular updates and reports on assigned tasks and provide advice on escalating issues. • Identify, discuss and plan for emerging issues and negotiate outcomes.

Who	Why
Other areas of Water (including regional staff) and Department of Primary Industries Aboriginal Liaison Officers	<ul style="list-style-type: none"> Participate in cross agency teams to identify, discuss and resolve issues, communicate and share information.
External	
Aboriginal Communities, clients and Aboriginal support staff in other natural resource management agencies.	<ul style="list-style-type: none"> Develop networks to enable Aboriginal stakeholders to gain input to and inform the water planning and review process Provide cultural input to water management issues Promote effective interagency liaison regarding management of Aboriginal issues with relation to water management Provide expert advice on project related matters Report and provide updates on project progress on a regular basis Engage, consult and build relationships with Local Aboriginal Land Councils and Aboriginal communities in the delivery of the project and resolution of Project issues

Role dimensions

Decision making

- Has autonomy to manage tasks and projects and co-ordinates the program/project either individually or participates within teams and manages individual priorities and performance.
- Exercises discretion in the approach and content of information, advice and recommendations provided and consults with the Principal Project Officer, Stakeholder Engagement and Communications regarding issues or sensitivities

Reporting line

Principal Project Officer, Stakeholder Engagement and Communications

Direct reports

Nil

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Aboriginal identified positions are developed where Aboriginal identity, cultural knowledge or connections are a genuine aspect of the role. Positions are specifically noted under the provisions of the NSW Anti-discrimination Act (1977) for Aboriginal people who meet the following criteria:
 - is of Aboriginal and/or Torres Strait Islander descent, and
 - identifies as an Aboriginal and/or Torres Strait Islander person, and
 - is accepted as a such by the Aboriginal and/or Torres Strait Islander community
- Demonstrated experience working with Aboriginal people, government organisations and communities with the ability to communicate across cultures.
- Knowledge, respect, sensitivity to and understanding of Aboriginal cultural and water issues.
- Knowledge of water resource management issues and the State and Commonwealth Government's water reform agendas.
- Knowledge of development assessment processes and legislative requirements.
- Knowledge and understanding of Aboriginal community governance and structures.
- Current NSW Driver Licence and the ability and willingness to travel

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Act with Integrity	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way 	Intermediate

Be ethical and professional, and uphold and promote the public sector values

- 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



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- 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 develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate

Work Collaboratively

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve intended 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





<p>Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly 	Intermediate	
 <p>Business Enablers</p>	<p>Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance</p>	<ul style="list-style-type: none"> • Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements 	Intermediate
<p>Project Management Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups 	Advanced	

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
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	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	Intermediate