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| **Cluster** | Planning Industry and Environment |
| **Agency** | Department of Planning Industry and Environment |
| **Division/Branch/Unit** | Water / Water Programs |
| **Location** | Parramatta or Negotiable |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Job Family** | Adapted/Planning Strategy Governance & Risk/Delivery |
| **Role Number** | TBC |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1227392 |
| **Date of Approval** | May 2021 (updated from February 2021 and August 2017) |
| **Agency Website** | <https://www.industry.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.

Water Programs provides performance and risk oversight to the Deputy Secretary and Water Leadership Team through coordination activities, strategic outcomes business planning and reporting, and oversight of high-profile project and program schedules and deliverables.

Primary purpose of the role

Contribute to the development and implementation of a range of program evaluation and governance projects/frameworks in a continuous improvement process. The role sits within Water Programs Unit in Office of The Deputy Secretary and supports divisions across Water by providing the tools, advice and processes that enable sound program and project management and good risk and governance practices and audit and evaluation services, with an emphasis on capacity building across all levels of the organisation.

**Key accountabilities**

* Contribute to governance, and evaluation projects by developing and implementing processes, tools and systems, to identify, assess, measure, manage, monitor and report risks, and upcoming audits and evaluations
* Contribute to projects and processes to monitor and evaluate operational performance across DPIE Water to meet the strategic needs of the Executive and external stakeholders regarding performance-based information regarding projects and programs
* Communicate with key stakeholders and coordinate committee meetings, and stakeholder consultations to support engagement as well as implementation.
* Contribute to the management of specific systems and process activities to ensure DPIE Water meets its statutory and whole-of-government reporting obligations to the Executive, Treasury, Department of Premier and others as required
* Support the provision of timely advice to internal stakeholders on evaluation, governance and risk within established frameworks
* Provide support and contribute to lessons learnt to raise awareness and commitment to good governance/risk, audit and evaluation practices and processes
* Provide a range of project management and support services, including preparation of discussion papers, briefs and submissions, to contribute to the development and delivery of governance and evaluation projects.

Key challenges

* Maintaining a thorough and current understanding of issues and changes that may impact governance and evaluation frameworks and systems
* Communicating with a range of stakeholders including senior government executives, managers and officers across DPIE & Water group, given the diversity of communication channels and styles that need to be employed
* Maintaining an effective network of staff throughout the division to ensure that governance/risk and evaluation outcomes can be achieved.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive advice and provide updates on the status of project activities * Escalate issues and advise and present recommendations regarding the potential solutions |
| Staff | * Maintain existing networks across the department of staff members responsible for reporting and planning within their work areas, to jointly ensure that departmental reporting requirements are met * Assist colleagues throughout the department on planning and reporting related activities |
| Team | * Actively contribute to the team's objectives and identified outcomes |
| **External** |  |
| Government agencies | * Develop and maintain effective and strategic working relationships and open channels of communication to facilitate engagement, liaison, consultation and/or participation in the development of risk based, evaluation and governance frameworks. * Gather information, build supporting relationships and identify emergent trends, methodologies and resources |

# Role dimensions

## Decision making

* Makes day to day decisions regarding project tasks in accordance with agreed project objectives and project plans.
* Builds networks throughout the department and with government entities.

## Reporting line

Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

# 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** |
|  | **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  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 |
|  | **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 |
| **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 |
|  | **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 |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | 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 |
|  | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Consider financial implications and value for money in making recommendations and decisions  Understand how financial decisions impact the overall financial position  Understand and act on financial audit, reporting and compliance obligations  Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | 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 |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | 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 | Adept |
| 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 |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Adept |
|  | Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |