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| **Cluster** | Planning, Industry and Environment |
| **Agency** | Department of Planning, Industry and Environment |
| **Division/Branch/Unit** | Water |
| **Location** | Negotiable |
| **Classification/Grade/Band** | Clerk Grade 11-12 |
| **Role Family** *(internal use only)* | Bespoke/Communications & Engagement/Deliver |
| **ANZSCO Code** | 135112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | June 2021 (updated from April 2021; January 2021 and September 2018) |
| **Agency Website** | http://www.dpie.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.

Primary purpose of the role

Lead, coordinate and deliver a range of activities in relation to drought planning, responses and communications and stakeholder engagement.

# Key accountabilities

* Manage and coordinate in conjunction with the Drought Coordinator (Internal), the capturing of lessons learnt from the recent drought, including updating communications material, incident response guides, and the NSW extreme events policy.
* Provide advice to the Director of Planning Implementation, Chief Operating Officer, the Deputy Secretary, Secretary and Minister regarding impacts of the recent drought on NSW communities to inform decision making, and update of policy to ensure DPIE Water is prepared for any future drought.
* Implement recommendations of recent reviews of DPIE Water activities, particularly in relation to drought, and drought recovery, activities such as first flush management.
* Participate in and represent the Department at the Drought Inter-agency Committees, chair associated working groups and prepare briefs and papers to assist with the coordination
* Represent the Department, as requested by the Deputy Secretary, Chief Operating Officer, or Director, Water Planning Implementation at strategic, regional and community meetings to provide information and identify issues and community needs to inform executive and committee decision making.

Key challenges

* Developing strong and close working relationships with key community, government and not for profit organisations and agencies to effectively communicate the lessons learnt from the recent drought, and resultant policy or operating changes
* Establishing consultation forums and opportunities to ensure effective engagement of stakeholders.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Chief Operating Officer | * Receive direction on priority tasks * Provide feedback on activities and initiatives, and provide regular updates on the drought and government policy settings. |
| Director, Water Planning Implementation | * Provide advice and feedback on issues, activities and strategy outcomes and initiatives * Receive guidance and direction regarding strategy plans and priority activities |
| Cluster staff | * Collaborate with other units across the cluster to provide advice and information and scope, develop and implement initiatives as required |
| **External** |  |
| Impacted communities, local government, regional not-for-profit agency representatives, industry stakeholders | * Effectively engage and collaborate on the implementation of extreme events and related drought policy, programs and decision making, including the NSW Drought Strategy and the Whole of Government Framework |
| NSW Government agencies | * Providing advice and seeking assistance regarding the implementation of extreme events and related drought policy, programs and decision making, including the NSW Drought Strategy and the Whole of Government Framework |

# Role dimensions

## Decision making

* Has autonomy with regard to implementing, communicating and prioritising activities to ensure the community is aware of the water resource allocation decisions and implementation of the Extreme Events Policy.
* The role consults with the Director Planning Implementation, Chief Operating Officer, Water, Director, Water Utilities and Director, Water Analytics
* release of information to the media that may be contentious interpretation of legislation,
* departmental and government policies commitment of expenditure outside budget allocations and financial delegations

## Reporting line

Director Water Planning Implementation

## Direct reports

Drought Coordinator Water (internal)

Principal Policy Officer Drought Response

Senior Drought Coordination Officer Water

Drought Coordination Officer Water

## Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable Departmental delegation

Essential requirements

* Current valid NSW Driver Licence and willingness to travel

# 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 and encourage others to do so  Act professionally and support a culture of integrity  Identify and explain ethical issues and set an example for others to follow  Ensure that others are aware of and understand the legislation and policy framework within which they operate  Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
| **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Act as a professional role model for colleagues, set high personal goals and take pride in their achievement  Actively seek, reflect and act on feedback on own performance  Translate negative feedback into an opportunity to improve  Take the initiative and act in a decisive way  Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation | Advanced |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Present with credibility, engage diverse audiences and test levels of understanding  Translate technical and complex information clearly and concisely for diverse audiences  Create opportunities for others to contribute to discussion and debate  Contribute to and promote information sharing across the organisation  Manage complex communications that involve understanding and responding to multiple and divergent viewpoints  Explore creative ways to engage diverse audiences and communicate information  Adjust style and approach to optimise outcomes  Write fluently and persuasively in plain English and in a range of styles and formats | Advanced |
| **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 |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Influence others with a fair and considered approach and present persuasive counter-arguments  Work towards mutually beneficial ‘win-win’ outcomes  Show sensitivity and understanding in resolving acute and complex conflicts and differences  Identify key stakeholders and gain their support in advance  Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise  Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply the expertise of key individuals to achieve organisational outcomes  Drive a culture of achievement and acknowledge input from others  Determine how outcomes will be measured and guide others on evaluation methods  Investigate and create opportunities to enhance the achievement of organisational objectives  Make sure others understand that on-time and on-budget results are required and how overall success is defined  Control business unit output to ensure government outcomes are achieved within budgets  Progress organisational priorities and ensure that resources are acquired and used effectively | Advanced |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | Assess work outcomes and identify and share learnings to inform future actions  Ensure that own actions and those of others are focused on achieving organisational outcomes  Exercise delegations responsibly  Understand and apply high standards of financial probity with public monies and other resources  Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety  Conduct and report on quality control audits  Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | Adept |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Adept |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| 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 | Intermediate |