

Role Description

Community and Stakeholder Engagement Manager



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Water Infrastructure NSW
Location	Negotiable
Classification/Grade/Band	Clerk Grade 11-12
Role Family (internal use only)	Bespoke/Planning Strategy Governance & Risk/ Deliver
ANZSCO Code	139999
PCAT Code	2119192
Date of Approval	February 2021
Agency Website	http://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

To lead and manage a team responsible for designing and implementing 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 the communications to support this engagement in collaboration with the Water Communications team; effectively engaging with various community stakeholders to plan and deliver infrastructure across the water sector.

Key accountabilities

- Manage a team of CSE officers responsible for the development and implementation of external stakeholder engagement strategies for a range of projects at Water Infrastructure NSW
- Support the Director Strategic Community and Stakeholder Engagement to develop processes and tools that help build best practice for the broader CSE team

- Act as an expert advisor to projects on all CSE-related matters to help deliver effective engagement outcomes for projects
- Oversee the development of an integrated communications program and support the project team to deliver improved stakeholder engagement and customer service to enhance communication with key stakeholders and water users, in partnership with the Water Group Communications Team
- Oversee the production and development of communications material that is simple and fit-for-purpose and consistent in messaging and branding, in partnership with the Water Group Communications Team
- Oversee the preparation of written briefings, reports, submissions and correspondence to a State and National audience, as well as Ministerial briefing papers and correspondence

Key challenges

- Using discretion and good judgement to deal with complex and sensitive issues, liaising effectively with committees and working groups when formulating communication initiatives.
- Balancing competing demands to deliver a range of project, administrative and secretariat communication deliverables, with multiple stakeholders from across the NSW Government.
- Maintaining a thorough and current understanding of issues that may impact on the project outcomes

Key relationships

Who	Why
Internal	
Director Strategic Community and Stakeholder Engagement	<ul style="list-style-type: none"> • Receives guidance from, discusses priorities and provides regular updates on key issues and progress. Escalates issues as appropriate
CSE Officers and Senior Officers	<ul style="list-style-type: none"> • Leads the team to deliver effective engagement outcomes for projects
Water Group Communications and Engagement division staff	<ul style="list-style-type: none"> • Interacts with and works collaboratively to achieve program outcomes • Supports the objectives of the Media and Communications Branch.
Program Team	<ul style="list-style-type: none"> • Interacts with and works collaboratively to achieve project objectives
External	
Stakeholders and community	<ul style="list-style-type: none"> • Ensures the team is effectively engaging with stakeholders the local community
Government agencies	<ul style="list-style-type: none"> • Build supporting relationships and provide direction for projects • Proactively establish and maintain effective working relationships with peers and across agencies relative to multiple Committees and industry working groups

Role dimensions

Reporting line

Director, Strategic Community and Stakeholder Engagement

Direct reports

Between 2 and 10 staff.

Budget/Expenditure

TBA

Essential requirements






- Tertiary qualifications in communications or other relevant discipline, or equivalent experience
- Knowledge of government monitoring, evaluation and standards
- Current Driver License

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> • 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 • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals,

Group and Capability	Level	Behavioural Indicators
Results Demonstrate Accountability	Adept	<p>strategies and plans</p> <ul style="list-style-type: none"> • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly <hr/> <ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and 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 health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues