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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water/ Natural Resource Access Regulator |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 7-8 |
| **Role Family** *(internal use only)* | Bespoke/Regulation & Compliance/Delivery |
| **ANZSCO Code** | 312611 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | July 2018 (updated June 2019; December 2020; July 2021) |
| **Agency Website** | 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

# Undertakes a range of compliance-related activities, including inspections and investigations, and provides technical and educative advice to enhance compliance standards in accordance with Natural Resources Access Regulator Act 2017 and natural resources management legislation including the Water Management Act.

# Key Accountabilities

* Undertake investigations, as instructed by the Senior Investigator, of alleged breaches of water management legislation, collect evidence and/or prepare timely and accurate notes for use in the preparation of quality briefs of evidence, reports and recommendations.
* Resolve breaches and offences in accordance with policies and operational guidelines by preparing Notices, PINs etc. to correct non-compliance issues; and providing recommendations for targeted enforcement action or referral to external agencies in response to more serious breaches, such as alleged criminal matters (e.g. NSW Police Force, Local Government, etc.)
* Provide technical and educative advice to land holders, water users, and industry participants to enable them to meet compliance standards
* Maintain accurate records and provide timely reporting in relation to inspections and compliance issues; answer correspondence and address complaints within required timeframes.
* Provide input to NRAR review and development of operational process and systems related to case management, investigation, compliance and enforcement.

Key Challenges

* Maintaining a detailed and current knowledge of rules, regulations and operational guidelines, and applying them in an impartial manner
* Undertaking compliance activities in an effective, efficient and impartial manner, given the high volume, and sensitive nature of the work.
* Balancing compliance and educative responsibilities, while dealing professionally with a diverse range of industry participants

Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |

|  |  |
| --- | --- |
| Team Leader, Investigations | * Receive guidance and direction regarding business, operational priorities and risks * Provide information and/or progress reports; escalate important issues, particularly those that may affect precedent or service delivery * Receive feedback regarding performance |
| Team | * Share information and seek advice * Collaborate to deliver professional, timely and quality client service * Establish and maintain positive and supportive relationships |
| Other NRAR Managers | * Seek advice and approvals and provide briefings and expert advice and information on performance and current issues. Input into regular compliance reporting. |
| **External** |  |
| Stakeholder Groups | * Provide relevant information and help resolve issues and concerns regarding compliance and enforcement activities related to water in NSW. |
| Other regulatory agencies | * Assist with regulatory outcomes of other regulatory agencies, including Water NSW. |

# Role dimensions

## Decision making

* Exercises judgement and initiative in prioritising day-to-day activities and thinks laterally to solve work problems and challenges
* Provides timely and accurate technical advice compliance issues and inspection processes; complex or extraordinary matters may be escalated to the Manager Water Operations or another specialist role within NRAR
* Exercises judgement and initiative in determining whether to contact external agencies regarding significant / serious breaches or potential criminal offences
* The role is fully accountable for the accuracy and timeliness of inspection reports, evidence collection, and related documentation

## Reporting line

Team Leader Investigations

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* Tertiary qualifications (or equivalent) in one or more relevant fields such as natural resource management, science, law or forensics, or equivalent experience.
* Capacity to undertake investigations and experience in interviewing witnesses and suspects and in applying knowledge of investigative methodologies, rules of evidence and court procedures.

# 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** |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | 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**  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 |
|  | **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 |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Use facts, knowledge and experience to support recommendations  Work towards positive and mutually satisfactory outcomes  Identify and resolve issues in discussion with other staff and stakeholders  Identify others’ concerns and expectations  Respond constructively to conflict and disagreements and be open to compromise  Keep discussions focused on the key issues | Intermediate |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| **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 |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | Intermediate |

# 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** |
|  | 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 | Intermediate |
|  | 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 |
|  | 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 |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| 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 |