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| --- | --- |
| **Cluster** | Planning, Industry and Environment |
| **Agency** | Department of Planning, Industry and Environment |
| **Division/Branch/Unit** | Water / Natural Resource Access Regulator |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | May 2018 (updated 17 February 2021; 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**

Undertake a range of project support and forums/roundtable coordination activities to support the development and delivery of key strategic projects.

# Key accountabilities

* Provide project and administrative support, including monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project plans
* Assist the project team to complete tasks and implement project plans, including collating documents and records regarding relevant issues to ensure projects comply with agreed project methodologies and that agreed outcomes are achieved
* Provide regulatory support to NRAR operational functions including licensing and approvals, compliance monitoring and audit and compliance investigations.
* Undertake basic research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning
* Communicate with relevant stakeholders to provide updates regarding project status and implementation issues
* Provide a range of secretariat and administrative services, including coordinating committee meetings and preparing papers, to support project management delivery

**Key challenges**

* Delivering multiple project and forums/roundtable support activities in line with agreed standards and objectives, given tight deadlines and competing demands and priorities
* Delivery of basic regulatory milestones and outputs for NRAR’s operational functions including licensing and approvals, compliance monitoring and audit and compliance investigations.
* Exercising diplomacy and judgement when liaising with representatives of peak government and nongovernment bodies, and key industry participants

**Key relationships**

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Team Lead/Manager | * Receive and clarify guidance and instructions and report on progress against work plans * Escalate and discuss issues |
| Team | * Participate in meetings, share information and provide input on issues * Support team members and work collaboratively to contribute to achieving team outcomes |
| Internal stakeholders and clients | * Provide updates on project status * Respond to enquiries * Coordinate meetings and activities |
| **External** |  |
| Stakeholders within government and industry | * Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives * Coordinate events, meetings and activities |

# Role dimensions

## Decision making

* Determines and manages own work load and priorities.
* Exercises discretion in the approach and content of information, advice and recommendations provided.
* In consultation with the Manager and other officers, coordinates meeting and event logistics and details

## Reporting line

Team Lead/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 | | Behave in an honest, ethical and professional way  Build understanding of ethical behaviour  Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation  Speak out against misconduct and illegal and inappropriate behaviour  Report apparent conflicts of interest | Foundational |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Recognise the importance of customer service and understanding customer needs  Help customers understand the services that are available  Take responsibility for delivering services that meet customer requirements  Keep customers informed of progress and seek feedback to ensure their needs are met  Show respect, courtesy and fairness when interacting with customers  Recognise that customer service involves both external and internal customers | Foundational |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Plan and coordinate allocated activities  Re-prioritise own work activities on a regular basis to achieve set goals  Contribute to the development of team work plans and goal setting  Understand team objectives and how own work relates to achieving these | Foundational |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | Take responsibility for own actions  Be aware of delegations and act within authority levels  Be aware of team goals and their impact on work tasks  Follow safe work practices and take reasonable care of own and others’ health and safety  Escalate issues when these are identified  Follow government and organisational record-keeping requirements | Foundational |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| 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 | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Foundational |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |