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| **Cluster** | Planning, Industry and Environment |
| **Agency** | Department of Planning, Industry and Environment |
| **Division/Branch/Unit** | Water / Manly Hydraulics Laboratory |
| **Location** | Manly Vale |
| **Classification/Grade/Band** | Professional Grade 1/2 |
| **ANZSCO Code** | 233211 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | July 2021 |
| **Agency Website** | 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

Under the guidance of senior staff undertake and coordinate a range of professional coastal and hydraulic engineering investigations to support Manly Hydraulic Laboratory’s suite of data collection and data management projects and services. In addition undertake and contribute to oceanic, coastal, estuarine, riverine, water, wastewater, water quality, stormwater and flood systems engineering projects and/or participate in larger engineering/environmental data monitoring/water infrastructure projects (such as dams, spillways and breakwaters) to achieve project objectives and deliver high quality and innovative client outcomes.

# Key accountabilities

* Under the guidance of senior staff and assistance of a coach/mentor undertake single minor projects or participate in larger projects which are completed within project objectives including time, cost and quality.
* With support prepare and provide clear and thorough reporting and other documentation to senior staff and clients which informs and provides accountability.
* With guidance from senior officers contribute to the development and implementation of innovative and leading edge outcomes. Contribute to resolution of issues to client satisfaction.
* Develop and maintain a good understanding of industry trends and practices and Departmental obligations and apply these to all outcomes.
* Under the direction of senior staff liaise with clients to understand their business needs and technical issues/concerns. Provide solutions and obtain feedback on the services provided.
* With assistance from senior staff prepare fee proposals for less complex projects that are robust and financially viable whilst being competitive with other industry bidders as well as assist with the preparation of tender submissions and negotiating contract variations.
* Contribute to promoting the services of Manly Hydraulics Laboratory to all clients through implementation of sound business methodology.
* Provide excellent client service in order to obtain repeat business, develop new business opportunities and continuously improve the reputation of Manly Hydraulics Laboratory in the industry.

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# Key challenges

* Delivering a range of outcomes concurrently while meeting client expectations of time, quality and budget parameters.
* Providing exceptional client service while managing concurrent or competing timelines.
* Undertake training and development opportunities so that increasing skills and professional judgement is obtained and applied progressively to more difficult tasks.

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed. * Contribute to a client-focused approach to service delivery. |
| Work Team | * Work collaboratively with team members to contribute to achieve business outcomes. * Participate in meetings to share information and provide input on issues |
| **External** |  |
| Clients/Stakeholders | * Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed through managing the flow of information, seeking clarification and providing advice with guidance from senior managers. Responding to queries to ensure prompt resolution of issues or redirecting query to relevant area. * Contribute to a client-focused approach to service delivery. * Develop a thorough understanding of client needs and business requirements. |
| Vendors/Service Providers | * Seek/maintain specialist knowledge/advice and keep up to date with industry best practice. * Participate in forums, groups to represent the agency and share information * Manage and monitor provisions of service to ensure compliance with contracts and service agreements. * Initiate and maintain contact to provide and gather information and resolve routine issues. |
| Industry Professionals/Consultants | * Seek/maintain specialist knowledge of industry trends and practices * Participate in discussions within the group and share information |

**Role dimensions**

**Decision making**

This role makes day to day decisions in relation to prioritising activities with guidance from senior staff. All project related activities are dealt with in accordance with delegated authorities. Decisions affecting the delivery of targets set for projects require consultation with senior staff/Manager.

**Reporting Line**

This role reports to the Senior Project Officer

**Direct reports**

Nil

**Budget/Expenditure**

The role has no financial delegations. However the position needs to work within negotiated and agreed budget parameters, the Act and Departmental delegations.

**Essential requirements**

* Appropriate Tertiary Qualification in a relevant discipline at Degree level.
* A valid NSW Driver’s Licence and willingness to travel, including overnight stay.
* Ability to swim.

# 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** |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | 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 |
|  | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Identify opportunities to use a broad range of technologies to collaborate  Monitor compliance with cyber security and the use of technology policies  Identify ways to maximise the value of available technology to achieve business strategies and outcomes  Monitor compliance with the organisation’s records, information and knowledge management requirements | 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 |
| Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | 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 | Foundational |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | 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 | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |