Role Description
Assistant Regulatory Intelligence Officer

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Water / Natural Resource Access Regulator
Location	Sydney (or alternative location may be negotiated)
Classification/Grade/Band	Grade 5/6
Role Family *(internal use only)*	Bespoke/Regulation & Compliance/ Support
ANZSCO Code	224411
PCAT Code	1119192
Date of Approval	December 2020
Agency Website	http://www.dpie.nsw.gov.au https://www.industry.nsw.gov.au/natural-resources-access-regulator

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 Natural Resources Access Regulator (NRAR) was established under the NRAR Act 2017 as the independent regulator for water in NSW. Our purpose is to build public trust and confidence in the management of water and natural resources legislation by:

- educating, enabling, and encouraging people to actively comply with natural resources laws;
- enforcing the law to provide a deterrent, and ensuring fairness for the compliant; and,
- championing improvements to the management of natural resources.

Primary purpose of the role

Support the provision of high quality intelligence and analyses to inform NRAR's strategic, operational and tactical planning and operations.

Key accountabilities

- Undertake a range or research activities, source and compile data and provide initial analysis of information to produce intelligence products relevant to NRAR's regulatory priorities.
- Assist in the development and administration of intelligence management systems.

- Provide project management and support services, including preparation of correspondence, reports and briefs, resource coordination and tracking work plans to ensure intelligence products are delivered on time, on budget, to quality standards and within agreed scope.
- Prepare and maintain intelligence governance, reporting, monitoring and evaluation documentation.
- Build and maintain effective relationships with internal stakeholders to understand intelligence requirements and support the use of intelligence in regulatory decision making within NRAR.
- Build and maintain effective professional relationships with key external stakeholders and administer governance protocols and the exchange of information.
- Coordinate intelligence briefings, presentations and meetings to inform stakeholders and influence decision making and planning.

Key challenges

- Identifying, capturing and collating relevant data from multiple large/diverse information sources into clear, usable formats.
- Assisting in the development of systems to manage intelligence.
- Balancing competing priorities around strategic, operational and tactical intelligence provision.

Key relationships

Who	Why
Manager Regulatory Intelligence	- Seek advice and prioritisation of tasks and activities. - Escalate issues, keep informed, seek guidance and direction. - Provide accurate and timely intelligence, analysis and briefings.
Regulatory Innovation Team	- Provide intelligence project management and support services. - Consult and support to identify and resolve workload issues and resourcing for cross-functional projects and activities.
NRAR staff	- Build strong engagement, communication and partnerships with internal stakeholders. - Understand needs and service expectations, resolve relevant issues and provide intelligence solutions to problems. - Contribute intelligence analyses to inform NRAR's proactive campaign activities. - Support the use of intelligence in regulatory decision making. - Collaborate with team to provide consistent, integrated, quality data, analytics and intelligence support services to stakeholders.
External	
Other regulators and government agencies	- Administer NRAR's work with stakeholders to enable the timely delivery of intelligence and efficient sharing of information. - Coordinate participation in intelligence and analytics networks to inform NRAR's regulatory problem solving.
Stakeholders	- Support relationships and administer protocols/agreements to exchange information and intelligence. - Liaise on a range of external information sources for intelligence and analysis purposes. - Contribute to lifting the profile of NRAR as a leading regulator.

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Role dimensions

Decision making

- Independently plan and manage day to day workload within agreed work and project plans.
- Use initiative to deliver proactive and responsive data and intelligence support services.
- Set priorities within prescribed deadlines, in consultation with the project lead when working on specific projects.

Reporting line

Manager Regulatory Intelligence

Direct reports

Nil

Key knowledge and experience

- Proven knowledge and experience in intelligence gathering, initial analysis and reporting.
- Developing problem solving, advanced level thinking skills and ability to codify intelligence.
- Knowledge of water/environment/natural resources management issues and regulation.

Capabilities for the role

The NSW public sector 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.
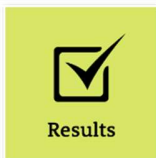
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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**
Personal Attributes	**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 • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour	Intermediate

		• Report and manage apparent conflicts of interest and encourage others to do so	
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	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
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	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	• Demonstrate a sound understanding of technology relevant to the work unit, and identify	Intermediate

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		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	
	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	Intermediate
	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
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	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	Intermediate

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Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	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

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