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| **Cluster** | Planning, Industry and Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water/ Natural Resources Access Regulator |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | July 2021 |
| **Agency Website** | www.dpie.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) Act 2017 enacted by the NSW Parliament in November 2017 provides for the establishment of a new independent water regulator in NSW focused on establishing best practice water regulation underpinned by ethics, good governance and stakeholder engagement to deliver effective and reliable water regulation for the people of NSW.

Primary purpose of the role

The role undertakes field property inspections and contributes to other compliance activities to support the achievement of regulatory objectives. The role has responsibility to assist with training of new employees, as well as monitoring and participation in the updating of internal systems to increase efficiency.

Key accountabilities

* Undertake frequent field inspections, including in remote areas, to determine the likelihood of compliance with water legislation
* Provide timely, accurate information and general guidance to landholders in relation to compliance
* Prepare and/or contribute to timely and accurate reports, and correspondence relevant to compliance monitoring activities
* Maintain accurate and timely records in systems to support the effective operation and reporting of compliance activities
* Adhere to all workplace health and safety guidance and directions, and support a safe workplace
* Provide training and guidance to new employees to ensure day to day compliance activities are undertaken in a cohesive, consistent, effective and efficient manner in accordance with established policies, procedures and protocols
* Assist the updating of internal systems and monitor existing internal systems to ensure operational functionality and efficiency

Key challenges

* Undertaking compliance activities in an effective, efficient and impartial manner, given the high volume and sensitive regulatory nature of the work and communicating effectively with landholders
* Effectively train new team members to achieve both quality and output measures
* Interpreting and ensuring the correct application of legislation, policies and procedures

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Field Supervisor or Manager | * Receive guidance and direction on policies and procedures * Report and manage WHS incidents, observed illegal or inappropriate behaviour and apparent conflicts of interest * Consult, support, receive direction, provide updates and advice on existing internal systems and processes |
| Team Members | * Provide appropriate training and guidance to new employees during the onboarding process |
| **External** |  |
| Landholders or regulated entities | * Provide support and information on legislated requirements * Undertake field inspections to determine compliance |

# Role dimensions

## Decision making

* This role has autonomy to make decisions that are under their direct control, as directed by their Field Safety Supervisor/Manager.
* Refers to the Field Safety Supervisor/Manager decisions that require significant change to outcomes, timeframes or systems; are likely to escalate or require submission to a higher level of management.
* This role is accountable for the delivery of work assignments and training on time and to expectations in terms of quality, deliverables and outcomes.

## Reporting line

Field Safety Supervisor

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* Appointment is subject to the satisfactory participation in mandatory pre-employment probity screening
* Commitment and willingness to undertake high levels of travel to remote areas and safely undertake field work requirements of the role.
* Current NSW Driver Licence

# 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 | | 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  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | | Clarify the work required, and the expected behaviours and outputs  Clearly communicate team members’ roles and responsibilities  Contribute to developing team capability and recognise potential in people  Recognise good performance, and give support and regular constructive feedback linked to development needs  Identify appropriate learning opportunities for team members  Create opportunities for all team members to contribute  Act as a role model for inclusive behaviours and practices  Recognise performance issues that need to be addressed and seek appropriate advice | Foundational |
|  | **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 |
| **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 |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | Intermediate |
| **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 |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Understand project goals, steps to be undertaken and expected outcomes  Plan and deliver tasks in line with agreed project milestones and timeframes  Check progress against agreed milestones and timeframes, and seek help to overcome barriers  Participate in planning and provide feedback on progress and potential improvements to project processes | Foundational |

# 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 | Foundational |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Foundational |
| 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 | Intermediate |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
|  | 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 |