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| **Cluster** | Planning and Environment |
| **Agency** | Department of Planning and Environment |
| **Division/Branch/Unit** | Water / Water Operations |
| **Location** | Parramatta/ Negotiable |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | June 2022 (updated November 2022; and December 2022) |
| **Agency Website** | <https://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

Provide sound and reliable advice, analysis, and information to support the development of strategy, frameworks and policies that contribute to the delivery of sustainable water services and economic prosperity, sustainable use of resources, vibrant and liveable communities and healthy waterways, with a focus on Metropolitan Water Utilities. The role will also provide analysis and review of regulatory mechanisms that underpin the provision of water services to ensure that they deliver on their outcomes and are aligned with strategy and policy settings, and provide information and advice to ensure that key internal and external stakeholders consider a broader range of issues and factors.

# Key accountabilities

* Provide advice on the development, implementation, monitoring and review of urban water strategies including the Greater Sydney Water Strategy and Lower Hunter Water Security Plan.
* Provide advice on the development, implementation, monitoring and review of other key water servicing plans and frameworks that support the Greater Sydney Water Strategy including the Drought Response Plan, Sydney Water Long Term Capital and Operating Plan, and the Monitoring and Evaluation Frameworks for strategy implementation.
* Undertake research into current and emerging urban water issues and trends to ensure policy, reforms and major initiatives are responsive to contextual factors and the current environment.
* Identify, evaluate and promote research and innovation that can further the Department’s objectives for water resource management in metropolitan areas
* Support and lead where appropriate key strategic projects including stakeholder consultation, management of consultants and other service providers to provide strategic analysis and recommendations.
* Prepare high-quality correspondence, briefs, cabinet submissions, speaking notes, presentations, meeting papers and publications that are informative and aligned with agency requirements.
* Critically analyse reports, external policy proposals and cabinet submissions to prepare high-quality advice in various forms to support DPE Water Executives and the Minister. Ensure key issues are addressed, and the information is timely, accurate and succinct.
* Foster and maintain collaborative relationships with internal and external stakeholders (including Sydney Water, Hunter Water and WaterNSW) to understand stakeholder priorities, provide appropriate data, and to effectively inform and guide water planning and strategy decision making; and represent the Branch with integrity on inter-agency urban water related project working groups.

Key challenges

* Managing and analysing complex and sensitive issues to provide considered, strategic advice and solutions in a high-volume work environment, with competing priorities and deadlines which are often changing and unpredictable.
* Communicating with a broad range of stakeholders given the diverse nature of the sector, using tailored communications styles and channels.

Maintaining knowledge of contemporary trends and developments in approaches to strategic water management and implications for market and investment aspects of metropolitan strategies.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Metropolitan Water Strategies | * Seek guidance and provide updates on issues and priorities * Provide advice and contribute to decision making * Identify emerging issues/risks and their implications and propose solutions |
| Urban Water Strategies, Policy and Programs Branch | * Support the team and share information amongst branch members * Work collaboratively to contribute to achieving branch outcomes |
| Internal DPE stakeholders | * Collaborate policy and regulatory activities * Share information, review work and collaborate on projects * Consult and collaborate to resolve issues, define mutual interests and determine strategies to achieve their realisation |
| **External** |  |
| Government agencies, water utilities  and stakeholder groups | * Keep informed of progress of key projects and policies * Develop and maintain effective working relationships to facilitate optimal engagement and contribution to metropolitan water strategies and related project work * Convene, as required, and lead working groups and advisory committees to develop options and analysis of options to support the development of metropolitan water strategies. |

# Role dimensions

## Decision making

This role will be:

* Accountable for the strategy advice and information provided to inform the development and implementation of metropolitan water strategies.
* Manage the delivery of individual projects under the guidance of the Manager.
* Refer decisions to the Manager that require significant change to project outcomes or timeframes; or likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation; or submission to a higher level of management.
* Responsible for managing information gathering, meeting project milestones and deadlines, and facilitating collaborative working arrangements.

## Reporting line

Manager, Metropolitan Water Strategies

## Direct reports

Nil

## Budget/Expenditure

The budget allocated to this role will depend on the nature of the projects assigned

# Key knowledge and experience

* Sound knowledge of the processes of government
* Excellent knowledge of processes for the planning and/or delivery of water services and/or water resource management and/or land use planning, particularly related to State Owned Corporations
* Demonstrated experience in strategic planning, complex analysis, regulatory review and policy development, or other relevant water resource planning.

# Essential Requirements

* Tertiary qualifications in engineering, water resources planning, economics, environmental science, or law.

## 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

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| --- | --- | --- | --- |
| **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 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 |
| personal-attributes | **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 |
| 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 |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| relationships | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | Influence others with a fair and considered approach and present persuasive counter-arguments  Work towards mutually beneficial ‘win-win’ outcomes  Show sensitivity and understanding in resolving acute and complex conflicts and differences  Identify key stakeholders and gain their support in advance  Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise  Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
| results | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work  Initiate, prioritise, consult on and develop team and unit goals, strategies and plans  Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses  Ensure current work plans and activities support and are consistent with organisational change initiatives  Evaluate outcomes and adjust future plans accordingly | Adept |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | Understand all components of the project management process, including the need to consider change management to realise business benefits  Prepare clear project proposals and accurate estimates of required costs and resources  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Identify and evaluate risks associated with the project and develop mitigation strategies  Identify and consult stakeholders to inform the project strategy  Communicate the project’s objectives and its expected benefits  Monitor the completion of project milestones against goals and take necessary action  Evaluate progress and identify improvements to inform future projects | 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.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| 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 | Intermediate |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |