Role Description

Regional Manager

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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning & Environment |
| **Division/Branch/Unit** | Water/Water Operations |
| **Location** | Dubbo / location negotiable |
| **Classification/Grade/Band** | Clerk Grade 11-12 |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | July 2022 |
| **Agency Website** | [www.dpie.nsw.gov.au](http://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

Lead the advisory of Local Water Utilities on infrastructure and regulatory compliance to support the secure and efficient regional town water and sewerage services, working in partnership with customers and stakeholders in order to achieve great outcomes for the community. The role oversees drought monitoring of regional town water supplies, acts as a Government representative on regional town water issues and provides assistance and strategic advice on associated government funding programs.

# Key accountabilities

* Lead a multi-disciplinary team within Local Water Utilities to ensure appropriate outcomes for regional town water services.
* Lead the monitoring and liaison with Local Water Utilities to ensure compliance with NSW Government regulations, requirements and community expectations

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* Provide strategic and technical advice and support to local water utilities to identify capital works and maintenance needs in communities, to ensure safe, affordable and sustainable water and sewerage services.
* Manage the inspections of Local Water Utility (LWU) water and sewage treatment works and allied systems ensuring high-quality recommendations and advice to owners and operators regarding operational performance and remedial actions.
* Manage the inspections of water and sewerage services under the Aboriginal Communities Water and Sewerage Program (ACWSP), including the effective monitoring of Service Delivery contracts to support delivery of reliable, safe and efficient water and sewerage service delivery to eligible communities.
* Review projects in Departmental capital funding programs and provide technical advice to support the assessment process and the implementation of effective water and sewerage infrastructure.
* Oversee the drought monitoring of regional towns water supplies and provide information to support advice to Government on risks and responses
* Assist to secure funding from established sources and facilitate timely decisions to support the early re- establishment of failed water supply schemes.
* Represent the Department on local and regional committees to promote appropriate infrastructure planning and implementation including best practice management of water and sewerage systems
* Represent the Department at inter-agency meetings and forums to facilitate appropriate policy decisions to ensure safe, efficient, secure and sustainable water and sewerage services in regional NSW.

# Key challenges

* Effectively using current knowledge of the extensive range of information, legislation and policy settings affecting regional water and sewerage services in NSW and making recommendations on a range of complex and/or politically sensitive alternatives.
* Undertaking relationship management with local water utilities and Government agencies and negotiating positions with stakeholders.
* Maintaining an awareness of recent industry developments and the ability to evaluate the costs/benefits of different solutions being offered.

# Key relationships

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| **Who** | **Why** |
| **Internal** |  |
| Chief Operating Officer and Director | * Advising on project management processes to initiatives and funding programs
* Providing advice on issues management and responses
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| Local Water Utilities Management team | * Collaborating closely on strategy development, project development, business planning, submission of briefs and advice, and management of significant projects and/or issues
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| Regional Water and Sewerage Officers (inspectors) | * Consider emerging operational issues and assess technical and strategic solutions, escalate issues where appropriate.
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| Team | * Guide, support, coach and mentor
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| **Who** | **Why** |
|  | * Share and transfer specialist knowledge, expertise and skills with colleagues
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| **External** |  |
| Industry and community stakeholders | * Maintain strategic working relationships on water regulation matters.
* Contribute to Industry working groups.
* Provide reporting information.
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| Industry peak bodies | * Identify future industry funding opportunities
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| Industry and community stakeholders | * Maintain strategic working relationships on water regulation matters.
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| State, Commonwealth and Local Government agencies and stakeholder groups | * Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives.
* Represent town water needs on working groups and advisory committees to assist the work of the Director Water Utilities, DOI

Water and Crown Lands and Water. |

**Role dimensions**

## Decision making

* The role has autonomy to deliver programs, and to change priorities within approved business plans
* Ensures all documents, reports, ministerial correspondence, project proposals and submissions are completed within required timeframes and to a high standard
* Requires a proactive and flexible approach to emerging issues and the management of the needs of various stakeholders including the Minister, local water utilities and other government agencies.

## Reporting line

Director Local Water Utilities

## Direct reports

Up to 8 direct reports

## Budget/Expenditure

TBA

# 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.

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| **FOCUS CAPABILITIES** |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
|  | **Display Resilience and** | * Remain composed and calm and act constructively in highly pressured and unpredictable environments
* Give frank, honest advice in response to strong

contrary views* Accept criticism of own ideas and respond in a thoughtful and considered way
* Welcome new challenges and persist in raising and working through novel and difficult issues
* Develop effective strategies and show decisiveness in dealing with emotionally charged

 situations and difficult or controversial issues  | Advanced |
| **Courage** |  |
| Be open and honest, prepared |  |
| to express your views, and |  |
| willing to accept and commit to |  |
| change |  |
|  | **Act with Integrity** | * 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 |
| Be ethical and professional, and |  |
| uphold and promote the public |  |
| sector values |  |
|  | **Manage Self** | * 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 |
| Show drive and motivation, an |  |
| ability to self-reflect and a |  |
| commitment to learning |  |

**Commit to Customer Service** Provide customer-focused services in line with public sector

and organisational objectives

**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to

legislation, policy and guidelines

**Finance**

Understand and apply financial processes to achieve value for money and minimise financial risk

* Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
* Ensure systems are in place to capture customer

service insights to improve services

* Initiate and develop partnerships with customers to define and evaluate service performance outcomes
* Promote and manage alliances within the

organisation and across the public, private and community sectors

* Liaise with senior stakeholders on key issues

and provide expert and influential advice

* Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
* Ensure that the organisation’s systems,

processes, policies and programs respond to customer needs

* Assess work outcomes and identify and share learnings to inform future actions
* Ensure that own actions and those of others are focused on achieving organisational outcomes
* Exercise delegations responsibly
* Understand and apply high standards of financial probity with public monies and other resources
* Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety
* Conduct and report on quality control audits
* Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks

* Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
* Understand the impacts of funding allocations on

business planning and budgets

* Identify discrepancies or variances in financial and budget reports, and take corrective action
* Know when to seek specialist advice and support and establish the relevant relationships
* Make decisions and prepare business cases,

Advanced

Adept

Adept

 paying due regard to financial considerations

**Project Management** Understand and apply effective planning, coordination and

control methods

* + Prepare and review project scope and business cases for projects with multiple interdependencies
	+ Access key subject-matter experts’ knowledge to

inform project plans and directions

Advanced

* + - Design and implement effective stakeholder engagement and communications strategies for all project stages
		- Monitor project completion and implement

effective and rigorous project evaluation methodologies to inform future planning

* + - Develop effective strategies to remedy variances from project plans and minimise impact
		- Manage transitions between project stages and ensure that changes are consistent with organisational goals
		- Participate in governance processes such as

 project steering groups

**Manage and Develop People** Engage and motivate staff, and develop capability and potential

in others

* + Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
	+ Adjust performance development processes to

meet the diverse abilities and needs of individuals and teams

* + Develop work plans that consider capability, strengths and opportunities for development
	+ Be aware of the influences of bias when managing team members
	+ Seek feedback on own management capabilities and develop strategies to address any gaps
	+ Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
	+ Monitor and report on team performance in line

with established performance development

Adept

 frameworks

# 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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| **COMPLEMENTARY CAPABILITIES** |
| **Capability group/sets** | **Capability name** | **Description** | **Level** |
|  | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
|  | Communicate Effectively | Communicate clearly, actively listen to others, andrespond with understanding and respect | Advanced |
|  | Work Collaboratively | Collaborate with others and value their contribution | Advanced |
|  | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | Deliver Results | Achieve results through the efficient use of resourcesand a commitment to quality outcomes | Adept |
|  | Plan and Prioritise | Plan to achieve priority outcomes and respondflexibly to changing circumstances | Intermediate |
|  | Think and Solve Problems | Think, analyse and consider the broader context todevelop practical solutions | Advanced |
|  | Technology | Understand and use available technologies tomaximise efficiencies and effectiveness | Adept |
|  | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Adept |
|  | Inspire Direction and Purpose | Communicate goals, priorities and vision, andrecognise achievements | Adept |
|  | Optimise Business Outcomes | Manage people and resources effectively to achievepublic value | Adept |
|  | Manage Reform and Change | Support, promote and champion change, and assistothers to engage with change | Intermediate |

