Role Description

**Senior Assessment Officer**

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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning & Environment |
| **Division/Branch/Unit** | Water / Natural Resources Access Regulator |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | May 2023 |
| **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.

Water brings communities together; keeps industries moving and sustains life. It has significant cultural and environmental value with an estimated market value of more than $29 billion in NSW. When it's taken unlawfully, we lose more than just the water.

NRAR enforces the NSW water laws and offers guidance and education to help water users comply.

We strive to be an efficient and effective regulator that celebrates and reflects the diversity of the community we serve.

Working with NRAR provides a chance to make sure water is used lawfully so that all communities and the environment get a fair share.

# Primary purpose of the role

The role undertakes and/or oversees detailed assessments of alleged breaches and offences relating to natural resources management legislation including the Water Management Act 2000 and makes and/or reviews recommendations regarding referral for investigation or other appropriate action.

# Key accountabilities

* Conduct desktop assessments through basic research, data review and analysis to determine the level of risk associated with alleged unlawful water activities reported by the public and internal stakeholders and support risk-based, actions and outcomes of non-compliance reports, having regard to confidentiality and privacy legislation.
* Ensure accuracy and completeness of data entered into NRAR’s information and records management

systems to enable the effective analysis of NRAR’s regulated activities and support investigation and enforcement activity.

* Allocate and review assessments conducted by Assessment Officers about the allocation of matters against agreed risk criteria for quality assurance and appropriateness of recommendations.
* Lead liaison with internal and external stakeholders regarding the status, actions and outcomes of non- compliance reports, having regard to confidentiality and privacy legislation.
* Provide regulatory support to internal NRAR stakeholders to assist with internal referrals, campaigns, and collaborative projects relevant to compliance, investigation and enforcement activities.
* Prepare and/or review correspondence to external stakeholders regarding the assessment of and action taken regarding their referral or complaint, including issuing Advisory letters for low-risk matters as required.
* Maintain accurate records and provide timely reporting in relation to investigative and enforcement activities within required timeframes. Liaise with the Business Coordinator regarding formal requests for information and business performance data.
* Review current and proposed Triage Assessment policies, systems and procedures to ensure they are fit for purpose and documented on NRAR’s corporate systems.

# Key challenges

* Managing workload in line with agreed standards, key performance indicators and objectives, given tight deadlines and competing demands and priorities.
* Developing and maintaining a sound working knowledge of NRAR databases and internal and external information software packages.
* Maintaining a detailed and current knowledge of rules, regulations and operational guidelines, and applying them in an impartial manner.

# Key relationships

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| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Manager/Director | * Receive and clarify guidance and instructions and report on progress against work plans
* Escalate and discuss issues
* Provide updates on workload.
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| Team | * Participate in meetings, share information and provide input on issues
* Support team members and work collaboratively to contribute to achieving team outcomes.
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| Stakeholders and clients | * Provide updates on workload
* Respond and action enquiries.
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| Assessment Officer | * Provides guidance to Assessment Officers, regarding daily activities in accordance with priorities set by the Manager or Director.
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| **External** |  |
| Stakeholders within government and industry | * Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation,

engagement and/or participation initiatives. |

**Role dimensions**

## Decision making

* Operates autonomously in accordance with priorities set by the relevant Manager or Director.
* Has some capacity to exercise discretion in the approach and content of information, advice and recommendations provided.
* In consultation with the ‘relevant Manager or Director’, coordinates response to information requests.

## Reporting line

Manager or Director

## Direct reports

Up to 3 staff

## Budget/Expenditure

Nil

## 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
* 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 |

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| relationships  | **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 |
| relationships  | **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  | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required
* Complete work tasks within set budgets, timeframes and standards
* Take the initiative to progress and deliver own work and that of the team or unit
* Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
* Identify any barriers to achieving results and resolve these where possible
* Proactively change or adjust plans when needed
 | Intermediate |

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| results  | **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 |
| business-enablers  | **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 |
| people-management  | **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 |

**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  | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes  | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships  | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| relationships  | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| results  | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| results  | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| business-enablers  | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| business-enablers  | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| business-enablers  | Project Management | Understand and apply effective planning, coordination and control methods | Adept |
| people-management  | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| people-management  | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| people-management  | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |