|  |  |
| --- | --- |
| **Cluster** | Planning and Environment |
| **Agency** | Department of Planning and Environment |
| **Division/Branch/Unit** | Water / Operations / Water Planning Implementation |
| **Location** | Newcastle, Parramatta, Armidale, Albury Location negotiable |
| **Classification/Grade/Band** | Departmental Professional Officer 4-5 |
| **Role Family *(internal use only)*** | Bespoke / Science and Engineering / Delivery |
| **ANZSCO Code** | 234399 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | May 2023 |
| **Agency website** | [water.dpie.nsw.gov.au](https://water.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 key social science technical expertise and collaborate with stakeholders to ensure the implementation and evaluation of water management plans to achieve water reform and policy outcomes, with particular focus on evaluation and reporting.

Key accountabilities

* Provide key specialist expertise in the area of water resource social science to support effective decision making and implementation of water management plans, policies and procedures to achieve water reform and policy outcomes.
* Lead and contribute to broader water management functions to promote the integration of water management issues from a number of water disciplines cross the business.
* Lead, plan, undertake and deliver, monitor and manage single or multidisciplinary projects, contracts and teams as required to deliver effective water resource management advice and outcomes.
* Undertake complex investigations and develop solutions that address water resource management, implementation, planning and policy gaps, inconsistencies and implementation obstacles.
* Establish and foster collaborative relationships with the team, Water, other agencies and business areas providing technical advice, support, and knowledge transfer, and with industry to gain commitment to the implementation of effective water management plans.
* Liaise with relevant stakeholders to obtain water management plan information and undertake review and analysis that ensures appropriate implementation of requirements.
* Evaluate social outcomes of water management plan programs/initiatives and prepare reports and collate technical data to ensure plan requirements have been suitably implemented.
* Report and provide relevant information on the progress and implementation of water management plans and on any implementation issues that arise.

Key challenges

* Working in a complex and time constrained environment with changing technical, and policy developments, while meeting sustainable water management outcomes that deliver social and economic benefits to the community of NSW.
* Representing the department at community, stakeholder and inter-jurisdictional forums to provide technically sound advice and State policy positions in an easily understood manner, given the sensitive nature of the information and the range of interests and perspectives in the community and across jurisdictions.
* Maintaining a good knowledge of the priorities and strategic directions of Government for water reform and planning to enable the effective targeting of activities and interpretation of outcomes.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Water Evaluation and Reporting | * Receive guidance and direction and provide advice on water management issues * Provide regular updates on projects and activities * Work collaboratively on relevant priorities * Communicate and discuss project management and progress * Day to day administrative management. |
| Water Evaluation and Reporting Team | * Provide technical advice and support * Provide advice, guidance and knowledge transfer to less experienced staff * Share information, contribute to and lead discussions to identify and resolve issues. |
| Stakeholders including NRAR and DPE Environment and Heritage | * Develop and maintain effective relationships and open channels of communication * Exchange information and respond to enquiries. |
| **External** |  |
| Water NSW and other government agencies | * Provide effective interagency liaison regarding water management issues * Provide timely advice to ensure water issues appropriately considered across all portfolios. * Provide high level technical input into water management plan implementation issues. |
| Industry stakeholders, community  groups and other non – government  stakeholders | * Manage effective customer relationships and ensure customers have a positive experience in relation to their needs. * Provision of information and advice to promote informed communities. |

# Role dimensions

## Decision making

This role independently plans and sets priorities for work to be completed and manages the day-to-day workload within agreed work and project plans. It exercises discretion in preparing briefings and other forms of written advice and refers to the manager decisions that require a change to programs or projects or where a higher level of delegation is required.

## Reporting line

Manager, Water Evaluation and Reporting

## Direct reports

Nil

## 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 | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| 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 |
|  | **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 |
| 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 |
|  | **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 |
| Results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **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 and select the most effective solutions from a range of options  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/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.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **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 |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships | Work Collaboratively | | Collaborate with others and value their contribution | Adept |
| 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 |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |