

# Role Description

## Coordination Officer



Cluster	Planning, Housing & Infrastructure
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Preparedness & Recovery   Regional Delivery
Role number	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224912
PCAT Code	1221114
Date of Approval	6 December 2023
Agency Website	<a href="http://www.dpie.nsw.gov.au/nsw-reconstruction-authority">www.dpie.nsw.gov.au/nsw-reconstruction-authority</a>

### Agency overview

The NSW Reconstruction Authority (the Authority) is a statutory corporation within Planning, Housing & Infrastructure. The Authority will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the Authority will complete critical planning and preparation with communities, businesses, and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities, and other stakeholders.

### Primary purpose of the role

Support the development, coordination and delivery of projects, advice and services to support local governments and communities prepare, prevent, respond to and recover from disasters

### Key accountabilities

- Contribute to the implementation of local and regional recovery programs and initiatives and ensure services and benefits reach disaster affected communities and individuals.
- Contribute to the design, implementation and coordination of local and regional projects and initiatives that enhance disaster planning and preparedness and align with whole of government strategies and initiatives and meet the immediate and longer-term needs of NSW communities
- Undertake research and analysis identifying trends and emerging issues to support the development of key projects and the improvement of processes
- Communicate with key joint partners, not-for-profit and industry stakeholders and coordinate local and regional working groups, committees, and consultations to facilitate exchange of information and support engagement.
- Coordinate aspects of projects and implementation, including developing and monitoring project plans and briefs and coordinating inputs and resources to ensure project milestones are met.
- Prepare a range of project-related documents for key stakeholders as required, including status updates, reports, budgets, and discussion papers to manage the flow of information.
- Deliver on assigned projects within agreed upon deadlines and quality standards using robust project management processes to allow for consistent high-quality outcomes.

## Key challenges

- Working collaboratively with internal and external stakeholders with often competing priorities
- Maintaining knowledge of the state-wide frameworks that underpin the Authority's objectives, while working in a local/regional context.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Escalate sensitive issues in the development and delivery of strategies, initiatives, policies, programs and projects</li><li>• Keep informed, advise and provide regular updates on service delivery and priorities</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Share ideas and information and work collaboratively to enhance team outcomes</li></ul>
Divisional staff	<ul style="list-style-type: none"><li>• Facilitate the exchange of ideas and information to foster a culture of continuous improvement, achievement and resilience.</li><li>• Influence outcomes through collaboration when there are conflicting interests and opinions.</li></ul>
<b>External</b>	
Government and public sector (including local governments, NSW government agencies and the Commonwealth government as required)	<ul style="list-style-type: none"><li>• Ensure effective, collaborative relationships and partnerships with other stakeholders to facilitate the exchange of information and to maintain positive relationships.</li><li>• Enable continuous improvement by sharing information and learnings</li></ul>
Non-government, business and industry and community sectors	<ul style="list-style-type: none"><li>• Be effective and ensure mutually beneficial outcomes are achieved.</li></ul>
Vendors/Service Providers	<ul style="list-style-type: none"><li>• Be effective and ensure mutually beneficial outcomes are achieved.</li></ul>

## Role dimensions

### Decision making

- The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation.
- Submits reports, analyses, briefings and other forms of written advice in final form with minimal input required from the executive or manager.
- In matters that are sensitive, high-risk, or business-critical, the role consults with team members and manager to agree on a suitable course of action.

### Reporting line

Manager (Region specific)

### Direct reports

NA

## Budget/Expenditure

- Financial Delegation: As per agency financial delegations
- Administrative Delegation: As per delegations' manual.

## Knowledge and experience

- Experience working as part of a team to deliver major programs, projects, or government initiatives, especially in a local or regional context.

## Essential requirements

- Tertiary qualification and/or relevant knowledge and experience.



## Capabilities for the role



The [NSW public sector 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	<b>Manage Self</b> 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	<b>Adept</b>
 Relationships	<b>Communicate Effectively</b> 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	<b>Adept</b>

		Use contemporary communication channels to share information, engage and interact with diverse audiences	
	<b>Commit to Customer Service</b> 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	<b>Intermediate</b>
	<b>Work Collaboratively</b> 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	<b>Intermediate</b>
 Results	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments	<b>Intermediate</b>
 Business Enablers	<b>Project Management</b> 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	<b>Adept</b>

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	<b>Intermediate</b>
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	<b>Intermediate</b>
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<b>Foundational</b>
 <b>Relationships</b>	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	<b>Intermediate</b>
 <b>Results</b>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	<b>Intermediate</b>
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	<b>Intermediate</b>
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<b>Intermediate</b>
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	<b>Foundational</b>
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	<b>Intermediate</b>
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	<b>Foundational</b>