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| **Cluster** | **Climate Change, Energy, the Environment and Water** |
| **Agency** | **Department of Climate Change, Energy, the Environment and Water** |
| **Division/Branch/Unit** | **Energy, Climate Change & Sustainability** |
| **Location** | **Parramatta** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **Role Number** | **36508** |
| **ANZSCO/OSCA Code** | **312999/511231** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **November 2023 (updated March 2024, April 2025)** |
| **Agency Website** | **https://www.dcceew.gov.au/** |

*Ensuring a sustainable NSW through climate change and energy action, water management, environment and heritage conservation and protection.*

Who we are

The NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW) works to protect the state's environment and heritage.  It leads the way on climate change, driving the sustainable transition to a net zero economy, powered by affordable, reliable and clean energy.

DCCEEW conserves and protects the state's natural environment.  It manages the NSW national park estate, including its rich and diverse biodiversity and Aboriginal cultural heritage for future generations.

DCCEEW also ensures sustainable management of water resources across the state, to support the environment, communities and industry.

We acknowledge the ongoing custodial responsibilities of the Aboriginal peoples of NSW to care for Country and water and are committed to establishing meaningful partnerships with Aboriginal peoples in management of the environment.

Primary purpose of the role

The Senior Project Officer manages compliance and licensing matters associated with gas distribution networks, licensed pipelines and corrosion protection systems.

# Key accountabilities

* Direct and coordinate audits and or inspections associated with gas networks, pipelines and corrosion protection systems.
* Manage licensing processes including the pipeline licence application, variation and surrender process, authority to survey process, pipeline searches and compulsory acquisition processes.
* Manage analysis of performance data, reporting and identification of performance deficiencies and issues.
* Develop and maintain data for emergent issues and risks with regard to gas networks and licensed pipelines, regulatory guidelines, technical safety codes and standards and prepare accident / incident and non-compliance reports, providing strategies and recommendations for remedial action.
* Continually investigate Departmental regulatory processes and lead the implementation for change and continuous improvement of these where identified.
* Keep abreast of current Australian Standards and other legislative frameworks, gas network and pipeline industry practices, associated regulatory changes, and apply this knowledge in the provision of operational and procedural advice.
* Continually improve the knowledge of internal and external stakeholders in relation to gas networks and pipelines associated standards and regulatory frameworks.
* Prepare briefings, discussion papers, submissions, Ministerial, external correspondence, Cabinet and Departmental requests, and reports in relation to the work of the team.

# Key challenges

* Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests and maintaining a detailed understanding of their needs.
* Understanding government context and providing timely advice and recommendations on gas network and licensed pipeline issues supported by robust evidence and in line with legislative requirements.
* Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.

Key relationships

| **Who** | **Why** |
| --- | --- |
| **Internal** |  |
| Manager | * Receive guidance and provide regular updates on key projects, issues and priorities * Provide advice and contribute to decision making * Report and provide updates on project progress * Identify emerging issues/risks and their implications and propose solutions. |
| Project Team | * Guide, support, coach and mentor team members * Work collaboratively to contribute to achieving team outcomes * Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation. |
| Departmental stakeholders | * Provide expert advice on operational compliance matters and on a range of project related issues * Optimise engagement to achieve defined outcomes * Manage expectations and resolve issues. |
| **External** |  |
| Industry and inter-government stakeholders | * Build and maintain effective relationships to ensure ongoing communications and strong regulatory relationships * Engage in, consult and negotiate the development, delivery and evaluation of projects * Manage expectations and resolve issues * Consult and negotiate on key policy issues. |
| Licence applicants | * Provide information and support * Manage expectations and resolve issues. |

# Role dimensions

## Decision making

* Has autonomy to deliver customer and stakeholder programs and make day to day decisions, prioritising project and programs.
* Refers to manager opportunities for Departmental process improvements, issues and potential solutions relating to approvals, non-compliance and contentious matters.

## Reporting line

Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* Good working knowledge of risk management and compliance systems and quality and or regulatory processes.
* Experience in the development of project plans, procedures and schedules.
* The ability to understand technical concepts and translate them for a wider audience.

## 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 | Present with credibility, engage diverse audiences and test levels of understanding  Translate technical and complex information clearly and concisely for diverse audiences  Create opportunities for others to contribute to discussion and debate  Contribute to and promote information sharing across the organisation  Manage complex communications that involve understanding and responding to multiple and divergent viewpoints  Explore creative ways to engage diverse audiences and communicate information  Adjust style and approach to optimise outcomes  Write fluently and persuasively in plain English and in a range of styles and formats | Advanced |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused services  Design processes and policies based on the customer’s point of view and needs  Understand and measure what is important to customers  Use data and information to monitor and improve customer service delivery  Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant customers within the community | 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 |
| 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 | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |
| 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 | Adept |
| personal-attributes | 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 |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |