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| **Cluster** | Climate Change, Energy, Environment & Water |
| **Agency** | Department of Climate Change, Energy, Environment & Water |
| **Division/Branch/Unit** | Water |
| **Location** | Newcastle/ Parramatta/ Orange |
| **Classification/Grade/Band** | Clerk Grade 7-8 |
| **ANZSCO/ OSCA Code** | 224711/511231 |
| **PCAT Code** | 1223292 |
| **Date of Approval** | May 2025 |
| **Agency Website** | <https://www.dpie.nsw.gov.au/water> |

*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 the management of the environment.

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

Support the implementation of assurance frameworks and performance monitoring processes for infrastructure projects across the Water Group Infrastructure Development and Delivery teams. Collaborate with Infrastructure Development and Delivery teams and business partners to prepare reports and advice on the status and performance of infrastructure projects and programs in the Water Group.

Key accountabilities

* Work with project delivery and functional teams to prepare high-quality portfolio, program and project performance reports, and coordinate assurance and governance activities to ensure Water Group Infrastructure projects deliver their stated outcomes and improve portfolio quality, including facilitating program/project assurance reviews
* Maintain a solid knowledge base of portfolio, program, and project status and priorities, and coordinate the delivery of staff training for project and portfolio assurance and reporting functions to support knowledge and capability of staff
* Collaborate with infrastructure teams to deliver and improve specific reporting and assurance related services, processes, systems, and tools to support the successful delivery of divisional infrastructure priorities
* Establish and maintain working relationships and networks with internal and external stakeholders and ensure effective communication and problem solving
* Undertake research, consultation, analysis, monitoring and evaluation of relevant administrative systems and processes, as well as gaps in data, to identify opportunities for improvement

Key challenges

* Providing valuable performance reporting and insights into potential project and program risks, issues, trends and emerging themes across the portfolio of infrastructure projects.
* Maintaining a current understanding of issues and changes that may impact policy, assurance frameworks and processes
* Building and maintaining relationships with key stakeholders and managing issues where conflicting and competing priorities exist.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Infrastructure Assurance & Performance | * Receive guidance and provide regular updates and reports on assigned tasks and provide advice on escalating issues * On an ongoing basis flag issues that need resolving and propose solutions. * Provide advice to guide the development, implementation and maintenance of a fit for purpose portfolio delivery performance reporting framework to provide meaningful information with a clear line of sight between planned and actual project performance. |
| Director Commercial and Project Management Services | * Support building project management capability across the Water Group through suggested improvements to systems, resourcing and training, evidenced by analysis of portfolio delivery performance. |
| Project Delivery Partners | * Support collaboration, ensure key tasks are completed and delivery partners are aware of their accountabilities for the timely delivery of project outcomes. |
| Team | * Actively contribute to the team's objectives and identified outcomes. |
| **External** |  |
| Staff of other NSW Government  agencies and State Owned  Corporations | * Gather information, build supporting relationships and identify emergent performance and planning management methodologies and resources * Respond to inquiries and discuss central agency reporting requirements. |

# Role dimensions

## Decision making

* This role has autonomy and accountability for tasks assigned to be delivered on time, within budget and to an expected standard in relation to quality, deliverables and outcomes
* Works with the Manager to plan and set priorities for work to be completed, considering the context of pressing organisational requirements and external deadlines
* Exercises discretion and judgement in providing advice, and raises potentially contentious issues with the Manager for resolution.

## Reporting line

Manager, Infrastructure Assurance & Performance

## Direct reports

Nil

## Budget/Expenditure

Nil

**Knowledge, skills and experience**

* Have a strong grasp of Excel, SQL, & BI tools, a keen eye for detail, and a desire to grow in the world of data analytics.

## 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 |
| 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 |
| 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 | 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 |
| 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 | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | 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, paying due regard to financial considerations | Adept |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | Intermediate |

## 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 | Foundational |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |