

Role Description

Principal Department Liaison Officer (Water)



Agency	Department of Climate Change, Energy, the Environment & Water
Division/Branch/Unit	Strategic Policy, Science and Engagement Group /Strategic Priorities & Coordination, Ministerial Services / Water Ministerial Liaison
Classification/Grade/Band	Clerk Grade 11/12
Location	Sydney CBD
ANZSCO Code	224912
PCAT Code	1111492
Date of Approval	May 2024 (updated from Oct 2022; and June 2022, Feb 2023)
Agency Website	www.dcceew.nsw.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 the management of the environment.

Primary purpose of the role

The Principal Department Liaison Officer is the Department's point of call in the Minister's office. The role provides policy and procedural advice to the Minister and the Department and ensures the effective exchange of information between the Minister's office and the Department.

Key accountabilities

- Provide expert advice to the Department on the advice and actions required by the Minister on policy matters and government priorities.
- Research, analyse and evaluate complex, sensitive or emerging policy issues to address and respond to requests from the Minister and Secretary.
- Review correspondence, briefing notes and reports in a timely manner to ensure accuracy and that it meets its strategic purpose.
- Draft briefs and other correspondence as requested for the Minister on behalf of, and in consultation with the Department.

- Support the Minister's office during Parliamentary sitting weeks and budget processes (including Budget Estimates hearings).
- Provide team leadership and supervision of staff, assisting with the professional development of capabilities through feedback, and coaching to ensure high quality work objectives are met.

Key challenges

- Obtain and summarise accurate advice and information on complex issues at short notice from multiple sources within the Department.
- Anticipate, understand and coordinate responses to contentious issues in a high-pressure environment of shifting priorities and deadlines.
- Carefully and effectively manage the relationship between the Department and the Minister's office.

Key relationships

Who	Why
Internal	
Minister's office and Members of Parliament	<ul style="list-style-type: none"> • Consult and liaise within the Minister's office and Members of Parliament. • Negotiate timeframes with the Minister's staff. • Keep abreast of issues affecting the department and the Minister's portfolio/s.
Director, Ministerial Services Branch, Deputy Secretaries, senior management and other departmental staff	<ul style="list-style-type: none"> • Provide information and advice to the Ministerial Services Branch, Deputy Secretaries, senior management and staff at all levels. • Negotiate with departmental staff for information and advice to be provided to meet the timeframes of the Minister, Secretary and clients. • Advise the department of the Minister's priorities for briefing papers and speech notes.
External	
Business enterprises, industry associations, Boards, other government agencies, the public and community groups	<ul style="list-style-type: none"> • Provide and obtain information and advice from business enterprises, industry associations, Boards, other government agencies, the public and community groups.
Other agencies and ministerial offices	<ul style="list-style-type: none"> • Network with agencies and other ministerial offices to establish appropriate links to garner required information and cooperation.

Role dimensions

Decision making

- Acts in consultation with the Minister's Chief of Staff and senior advisers to deliver departmental outcomes, and seeks advice and clarification as required. This includes exercising discretion when making decisions and determining the approach to work undertaken and being responsible for interpretation and recommendations made.
- Prioritises and manages multiple complex tasks and demands including matters with critical turnaround times while considering the priorities and objectives of the Minister, Senior Executive and the department. This includes identifying issues that are of sufficient urgency or significance that need to be brought to the attention of relevant executives or managers.

- Provides advice and recommendations on complex and sensitive matters to the department in consultation with the Minister's staff and liaises with departmental staff on sensitive or confidential issues in consultation with the Minister's staff.
- Manages and leads implementation of systems improvements to enhance the engagement of the Minister's offices by Ministerial Services Branch.

Reporting line

The role reports to the Director Ministerial Services Branch. The role reports to the Minister's Chief of Staff for day-to-day activities.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Extensive working knowledge of the machinery of government and the roles of Cabinet and Parliament within NSW and the procedures required for ministerial correspondence, briefings, parliamentary material and speeches within the department.
- Knowledge of the functions and objectives of the Department.

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

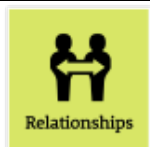
Focus capabilities

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

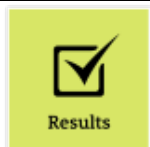
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

**Work Collaboratively**

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced

**Plan and Prioritise**

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the links between the business unit, organisation and the whole-of-government agenda
- Ensure business plan goals are clear and appropriate and include contingency provisions
- Monitor the progress of initiatives and make necessary adjustments
- Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately
- Consider the implications of a wide range of complex issues and shift business priorities when necessary
- Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning

Advanced



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



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 the 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.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Advanced
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Advanced
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
 Results	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
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate