

Role Description

Manager Strategy and Performance



Cluster	Finance, Services and Innovation
Agency	Service NSW
Division/Branch/Unit	Service Delivery
Location	McKell or Murwillumbah
Classification/Grade/Band	Service NSW Award Grade 11/12
ANZSCO Code	139999
PCAT Code	1228311
Date of Approval	
Agency Website	https://www.service.nsw.gov.au

Agency Overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions.

Primary purpose of the role

The Manager Strategy and Performance operates at a senior level across the division to manage the development of key service delivery strategy and policy, including providing strategic advice, project and policy support, and managing communications to support the achievement of the division's objectives.

Key Accountabilities

- Lead the completion of high-level analysis from a range of internal and external sources to provide senior stakeholders with strategic, timely advice and professional support on complex and sensitive matters, and make recommendations on opportunities and risk exposure.
- Work in partnership with the CCO team and senior staff across Service NSW to manage the timely provision of advice and the submission of policy and strategy business cases and proposals.
- Contribute to, and participate in the development and implementation of business strategy, and prioritise organisational requirements for sector wide policy relating to key public sector reform initiatives.
- Lead the development of the service delivery business plan and monitor performance against key business areas
- Lead the development of long term strategies and financial models to support Service Delivery planning and budgeting.
- Manage specific projects as referred by the Director Channel Planning in respect to Service NSW wide issues, ensuring consistent standards, timelines and budgetary obligations are met in line with the strategic agenda.

- Prepare and manage new business pipeline planning, ensuring that relevant internal and external stakeholders are consulted and informed in advance of the timeframes and deliver outcomes as required.
- Develop and manage effective relationships with key internal and external stakeholders to ensure efficient and effective future strategy planning.

Key challenges

- Quickly identifying and understanding a diverse range of complex and sensitive issues, competing interests and priorities to ensure that the leadership team is fully appraised on issues and opportunities in a timely manner, with advice backed by sound evidence and analysis.
- Providing high quality work, adapting to changing priorities, and dealing simultaneously with a wide range of highly complex issues in a fast-paced and high volume environment.
- Effectively managing consultation and negotiation within the division and senior executive staff to ensure appropriate and timely engagement, prompt responses to requests for information, and advice on critical issues.
- Completing significant projects within varying timeframes whilst balancing the need for attention to appropriate project management principles, stakeholder and client needs.

Key relationships

Who	Why
Internal	
Director Channel Planning and Release Management	<ul style="list-style-type: none"> • Seek direction and provide analysis and advice on strategic and operational matters • Manage and support the workload of the Director • Take a lead role in implementation of key projects
Service Delivery Leadership Team (SLT)	<ul style="list-style-type: none"> • Take a leadership role providing support and advice as needed to develop future strategy and plans. • Take a lead role in implementation of key projects as required within the division
External	
External government stakeholders and client organisations	<ul style="list-style-type: none"> • Build effective working relationships as required • Establish a rapport and relationships to ensure Service NSW objectives are met. • Build effective working relationships across the client groups.

Role dimensions

The role is fully accountable for the accuracy, integrity and quality of advice provided. It is expected that reports, analysis, briefings and other submissions are delivered in a final form with minimal input or rework required.

The role operates with a high level of autonomy, and on behalf of the Director across Service NSW, and is fully accountable for the delivery of future strategy and plans for Service Delivery.

The role will consult with the Director on highly complex or sensitive issues, on matters that may significantly influence project outcomes or timeframes; or issues that are likely to escalate or create a contentious precedent; or that may affect the public sector policy on customer service delivery.

Reporting line

The role reports to the Director Channel Planning and Release Management

Direct reports

Business Analyst x 2 (grade 9/10)

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in business, finance or similar discipline or equivalent experience.
- Proven experience developing business cases and briefing papers for presentation to the Executive Leadership Team.
- High level conceptual, analytical and research skills, and the ability to interpret complex information rapidly.
- Sound business acumen and the ability to think commercially and create and analyse evidence based data.
- High level knowledge, skills and experience in Government protocols and procedures.
- Demonstrated success in working across organisations at a senior level, including the provision of services to executive level staff





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept

 Personal Attributes	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance

		<ul style="list-style-type: none"> Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate including contingency provisions Monitor progress of initiatives and make necessary adjustments Anticipate and assess the impact of changes, such as government policy/economic conditions, to 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 transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse 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 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
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects