Role Description

**Business Services Lead**

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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning and Environment |
| **Division/Branch/Unit** | Planning Services |
| **Location** | Sydney CBD |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | 13228 |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1128392 |
| **Date of Approval** | 27 June 2016 |
| **Agency Website** | [www.planning.nsw.gov.au](http://www.planning.nsw.gov.au/) |

# Agency overview

The Department of Planning & Environment is the lead NSW Government agency in planning for a growing NSW. The Department is going through an exciting period of organisational and operational change.

The Department’s vision – Planning for growing NSW: inspiring strong communities, protecting our environment – provides the benchmark for our partnership and leadership approach to engaging and working collaboratively with key State and Local Government, community and industry stakeholders to deliver better outcomes in the areas of planning, local government and the environment.

The Department is the lead agency for the Planning and Environment cluster, which includes the Office of Environment & Heritage, the Office of Local Government, Resources, Energy and the Arts and several other entities associated with the Department including the Environment Protection Authority, statutory trusts responsible for zoos, parks and gardens, independent assessment and planning bodies, and development corporations.

# Primary purpose of the role

The Business Services Coordinator manages a team of administrative staff in the delivery of professional, efficient and effective business, financial and ancillary services support to meet service delivery outcomes and business objectives of the Division.

The role also implements, evaluates, improves and manages administrative systems and procedures.

# Key accountabilities

* Manage the activities of a team of administrative staff in the delivery of business, financial and ancillary services and support to meet client service and timeframe needs

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* Implement and maintain the framework of administrative and financial procedures, processes, systems and controls to manage, monitor and measure performance against targets and standards
* Identify issues and solutions to continuously improve service delivery and ensure compliance with legislation, policies and procedures
* Research, analyse, interpret and present business, operational and financial information and timely reports to senior stakeholders and prepare correspondence and briefing notes to guide decision making
* Undertake operational projects and administration support functions to support senior managers
* Complete other duties under direction

# Key challenges

* Work as an effective member of the team in a high pressure environment, with minimal direction and supervision, and complete tasks to the satisfaction of senior executives and Branch managers
* Develop and maintain an understanding of the business to provide advice and guidance across a range of confidential and sensitive issues and subject areas
* Undertake and manage high volume concurrent tasks accurately, with attention to detail, and exercise judgement to prioritise and complete tasks and requests in situations of tight deadlines

# Key relationships

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| **Who** | **Why** |
| **Internal** |  |
| Program Coordinator | * Receive instructions and provide high level support
* Provide advice and guidance, and keep informed on public sector and agency administrative policies and procedures
* Provide timely and accurate operational and performance reports
* Escalate emerging issues of concern affecting Division performance
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| Division business units | * Develop and maintain effective relationships
* Liaise to understand and provide service and operational needs
* Identify issues and negotiate to provide approved solutions
* Provide timely and accurate information and reports
* Provide advice and guidance on applicable public sector and agency related legislation, administrative policies and procedures
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| Administrative team | * Guide, support, coach, mentor and provide or arrange training
* Seek views and input and build a shared understanding of goals and standards necessary for successful service delivery
* Contribute to team business outcomes and achievements
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| Other agency business units | * Develop and maintain effective relationships
* Liaise to negotiate service delivery approvals, outcomes and timeframes
* Collaborate to enable successful deployment of strategic initiatives at Division level
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| Business Services Coordinators | * Collaborate to enhance teamwork across the Divisional roles
* Identify opportunities to share ideas to achieve systematic service, work practice and resource efficiency improvements
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| **Who** | **Why** |
| **External** |  |
| Service Providers | * Liaise to issue instructions for service delivery
* Monitor performance against service agreements and contracts
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**Role dimensions Decision making** This role:

* works with minimal direction and supervision
* makes decisions about the allocation of work and resources following instructions from Program Coordinator
* coordinates the work of a team of administrative staff within their respective Division
* exercises judgement regarding completion of priorities and deadlines • determines when it is appropriate to escalate business, financial and ancillary service issues
* works within public sector and department legislation, policy, regulations, procedures and standards

## Reporting line

This role reports to the Divisional Program Coordinator

## Direct reports

This role has seven (7) direct reports

# Essential requirements

* Minimum 5 years' experience in a similar role
* The ability to manage a team and to create and manage an inclusive team environment
* Sound organisational skills and experience in undertaking and completing several tasks concurrently, maintaining attention to detail and meeting deadlines.
* Well-developed oral, written communication and interpersonal skills and the ability to provide a professional approach in dealing with senior managers.
* Demonstrated experience in providing high-level professional support services to senior staff
* Ability to drive change initiatives
* Practical knowledge of the working of government and its processes not essential, however it is desirable.

# 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/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## 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.

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| **NSW Public Sector Capability Framework** |
| **Capability Group** | **Capability Name** | **Level** |
|  | **Display Resilience and Courage** | **Adept** |
|  | **Act with Integrity** | **Intermediate** |
|  | Manage Self | Adept |
|  | Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
|  | **Commit to Customer Service** | **Adept** |
|  | **Work Collaboratively** | **Intermediate** |
|  | Influence and Negotiate | Adept |
|  | **Deliver Results** | **Intermediate** |
|  | Plan and Prioritise | Intermediate |
|  | **Think and Solve Problems** | **Adept** |
|  | Demonstrate Accountability | Intermediate |
|  | Finance | Intermediate |
|  | Technology | Adept |
|  | **Procurement and Contract Management** | **Intermediate** |
|  | Project Management | Foundational |
|  | **Manage and Develop People** | **Adept** |
|  | Inspire Direction and Purpose | Intermediate |
|  | Optimise Business Outcomes | Intermediate |
|  | **Manage Reform and Change** | **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.

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| **NSW Public Sector Capability Framework** |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes** Display Resilience and Courage | Adept | * 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  |

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| **NSW Public Sector Capability Framework** |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| * Keep control of own emotions and stay calm under pressure

 and in challenging situations  |
| **Personal Attributes**Act with Integrity | Intermediate | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and follow legislation, rules, policies, guidelines and codes of conduct
* Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct
* Recognise and report misconduct, illegal or inappropriate behaviour

  Report and manage apparent conflicts of interest  |
| **Relationships**Communicate Effectively | Adept | * Tailor communication to the audience
* Clearly explain complex concepts and arguments to individuals and groups
* Monitor own and others’ non-verbal cues and adapt where necessary
* Create opportunities for others to be heard
* Actively listen to others and clarify own understanding

  Write fluently in a range of styles and formats  |
| **Relationships**Commit to Customer Service | Adept | * Take responsibility for delivering high quality customer- focused services
* Understand customer perspectives and ensure responsiveness to their needs
* Identify customer service needs and implement solutions
* Find opportunities to co-operate with internal and external parties to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant stakeholders within

 the community  |
| **Relationships**Work Collaboratively | Intermediate | * Build a supportive and co-operative team environment
* Share information and learning across teams
* Acknowledge outcomes which were achieved by effective collaboration
* Engage other teams/units to share information and solve issues and problems jointly

  Support others in challenging situations  |
| **Results**Deliver Results | Intermediate | * Complete work tasks to agreed budgets, timeframes and standards
* Take the initiative to progress and deliver own and team/unit work
* Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals

  Seek and apply specialist advice when required  |
| **Results** | Adept | * Research and analyse information, identify interrelationships

 and make recommendations based on relevant evidence  |

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| **NSW Public Sector Capability Framework** |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| Think and Solve Problems |  | * Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option
* 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** Procurement and Contract Management | Intermediate | * Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management
* Conduct delegated purchasing activities, complying with prescribed guidelines and procedures
* Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality

 requirements  |
| **People Management**Manage and Develop People | Adept | * Define and clearly communicate roles and responsibilities to achieve team/unit outcomes
* Negotiate clear performance standards and monitor progress
* Develop team/unit plans that take into account team capability, strengths and opportunities for development
* Provide regular constructive feedback to build on strengths and achieve results
* Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way
* Monitor and report on performance of team in line with

 established performance development frameworks  |
| **People Management**Manage Reform and Change | Adept | * Actively promote change processes to staff and participate in the communication of change initiatives across the organisation
* Provide guidance, coaching and direction to others managing uncertainty and change
* Engage staff in change processes and provide clear guidance, coaching and support
* Identify cultural barriers to change and implement strategies

 to address these  |