

Role Description

Senior Business Officer

Cluster	Planning and Environment
Agency	Office of Environment and Heritage
Division/Branch/Unit	National Parks and Wildlife Service / Park Operations Division
Location	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	131112
Role Number	TBC
PCAT Code	1111492
Date of Approval	September 2017
Agency Website	www.environment.nsw.gov.au

Agency overview

The NSW Office of Environment and Heritage (OEH) aims to enrich life in NSW by helping the community to conserve and enjoy our environment and heritage. For more information go to www.environment.nsw.gov.au.

Primary purpose of the role

Manage the development, coordination and implementation of existing and potential new business operations and opportunities focussing on the efficient and proactive management of NPWS programs, commercial partnerships and associated revenue generation activities and the effective delivery of diverse and efficient business services. Project manage critical issues that contribute to Government and organisational priorities, and support branch operations.

Key accountabilities

- Manage the delivery of diverse, branch-wide businesses and services and coordinate resources, managing issues impacting the operational environment of the branch and escalating issues as required; reporting, evaluation and performance, and ensuring compliance with relevant corporate policies and procedures.
- Prepare sensitive, specialist advice, reports, submissions, briefing notes and ministerial correspondence on a range of issues including contentious or politically sensitive issues often involving significant financial implications and within urgent timeframes; ensure that all written material is drafted comprehensively, accurately and in accordance with government protocols.
- Coordinate and contribute to business and commercial operations and plans including preparing budget papers, supporting briefing material, submissions, operational work plans and reports. Develop and analyse reports to monitor and improve business performance, coordinate Branch-wide business service related reporting and provide support for specific programs depending on Branch priorities.
- Coordinate the Branch's budget, including the allocation process, ensuring effective financial management systems are in place; monitor the Branch's expenditure and advise the Branch Director and Managers regarding financial performance to ensure compliance with financial management protocols and targeted funding of Branch plans and priorities.

- Develop and coordinate the Branch's training and capability development that enable efficient delivery of business services for the region.
- Review, advise and update the Branch Director and Managers on staffing, human resource management issues (including oversee Branch staffing, establishment and recruitment processes), office accommodation, equipment and operating resources (including vehicle fleets) to ensure effective workings of the Branch on a day-to-day basis.

Key challenges

- Identifying and pursuing revenue opportunities to support existing services and systems while also ensuring maintenance of effective business as usual operations.
- Ensure critical issues are tracked, managed and escalated appropriately; understand and manage complexities of impacting issues and maintain awareness of stakeholder needs and expectations facilitating successful issue resolution.
- Maintain an equitable but responsive and flexible approach to business delivery across the branch including addressing and resolving operational issues and balancing competing demands and priorities.

Key relationships

Who	Why
Internal	
Director / Supervisor	<ul style="list-style-type: none"> • Receive broad guidance, provide expert advice, consult and negotiate on key operational priorities and exchange information.
Team	<ul style="list-style-type: none"> • Provide guidance and leadership, exchange information, provide expert advice and promote their ongoing professional development.
NPWS Park Operations Staff	<ul style="list-style-type: none"> • Collaborate and consult on programs and projects across all/select Park Operation branches, exchange information and provide advice on business service delivery issues.
NPWS Park Program Branches / Divisions / Other Internal stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships for collaborative business purposes and to facilitate optimal engagement. • Collaborate and consult on cross branch/divisional programs and projects, exchange information and provide expert advice. • Work closely with key NPWS staff to identify, develop and direct performance improvement initiatives, and ensure coordinated implementation and alignment with Park Operations and Park Program objectives and priorities.
External	
Stakeholders/Clients	<ul style="list-style-type: none"> • Address queries and/or redirect to relevant party for review and resolution • Provide advice and guidance to stakeholders. • Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives.

Role dimensions

Decision making

The Senior Business Officer operates with a high level of autonomy and is expected to determine key operational objectives in consultation with their allocated supervisor, allocate work and review performance and exercise delegated authority. The role is individually accountable for the quality, integrity and validity of advice and is fully accountable for the delivery of projects/programs/activities/services on time, achieving required outcomes at, or below budget. The role consults with their allocated supervisor on issues that are controversial, sensitive, may have adverse political ramifications and on proposals for significant variations to projects/programs/activities/services.

Reporting line

This role reports to the Director.

Direct reports

This role has up to four (4) direct reports.

Budget/Expenditure

TBC

Essential requirements


- Demonstrated experience in managing the delivery of diverse business services such as visitor services, administrative support, office systems, records management, office accommodation procurement, concessions and leasing, information technology, and reporting.
- Demonstrated experience in developing, implementing and reviewing strategic plans, policies and programs, and in providing accurate, well constructed strategic and operational advice and recommendations to senior management.
- Demonstrated experience in leading a multi-functional team.





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

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
	Value Diversity	Intermediate

 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Advanced
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

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 Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> 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

		<ul style="list-style-type: none"> • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
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 Finance	Advanced	<ul style="list-style-type: none"> • Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of direct provision or purchase of services • Understand and promote the role of sound financial management and its impact on organisational effectiveness • Involve specialist financial advice in review and evaluation of systems and processes used to identify opportunities for improvement • Respond to financial and risk management audit outcomes, addressing areas of non-compliance
Results 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

People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcome • 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 Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes