|  |  |
| --- | --- |
| **Cluster** | Planning and Environment |
| **Agency** | Office of Environment and Heritage |
| **Division/Branch/Unit** | Heritage Division/Heritage Operations/Assessments |
| **Location** | Various |
| **Classification/Grade/Band** | Environment Officer Class 10 |
| **Role Number** | Various |
| **ANZSCO Code** | 224412 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 28 August 2017 |
| **Agency Website** | [www.environment.nsw.gov.au](http://www.environment.nsw.gov.au) |

Agency overview

The NSW Office of Environment and Heritage 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](http://www.environment.nsw.gov.au).

Primary purpose of the role

The Senior Heritage Assessments Officer undertakes the assessment of development applications and approval pathways and compliance under the Heritage Act 1977 relating to items listed on State Heritage Register and applications referred under the provisions of the Environmental Planning and Assessment Act 1979. The Senior Heritage Assessments Officer also provides advice on heritage conservation to develop outcomes in accordance with State Government Policy. The role contributes to the delivery of the Heritage Division’s vision of Celebrating, Sharing and Connecting our stories, our history and places in NSW.

# Key accountabilities

* Provide high level advice on the effective management and conservation of heritage items listed on the State Heritage Register. This includes, Conservation Management Plans and Conservation Strategies.
* Undertake compliance and enforcement activities relating to the Heritage Act 1977.
* Provide expert and strategic advice on the development of policy, strategies, frameworks, shared heritage projects and other community based heritage issues to ensure that the management, conservation and interpretation of Aboriginal, non-Aboriginal and shared heritage occurs according to agreed government priorities.
* Assess highly complex development proposals in accordance with policies and legislation, exercise any relevant approval delegations under the Heritage Act 1977 and review assessment reports prepared by team members.
* Prepare accurate and timely written reports, submissions, briefing notes and ministerial correspondence on a range of operational issues and ensure documentation is developed in accordance with government protocols.
* Liaise and provide feedback to a range of diverse stakeholders to explain Departmental and Heritage Council position.
* Assist in the development and maintenance of systems, policies and processes and prepare and maintain documentation in accordance with policies and legislation.
* Lead and oversee all aspects of project development and implementation across a portfolio of complex projects, including preparing business cases and project plans, establishing appropriate governance, identifying, allocating and managing resources, and meeting reporting requirements, to ensure project outcomes are achieved on time, on budget, to quality standards and in line with the Agency project management methodology.

Key challenges

* Anticipate and understand contentious issues and assimilate information quickly by providing advice which is well researched and sound.
* High volume of work within statutory timeframes and other competing deadlines.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Team Leader | * Escalate issues, keep informed, advise and receive direction. |
| Work team/Other internal staff | * Support team, work collaboratively. |
| Regional Operations | * Liaise, work collaboratively. |
| **External** |  |
| Other Government Agencies, industry groups. community representatives, special interest groups and individual landholders, ACHAC | * Consult with, represent the Division to other government agencies and community groups. * Provide advice on practical and statutory heritage conservation matters. |
| Heritage Council of NSW | * Provide advice, prepare assessment reports. |

# Role dimensions

## Decision making

The role operates with a high level of autonomy, makes day to day decisions relating to work priorities and workload management for itself and staff. The role exercises delegated authority consistent with OEH policy and under a range of NSW and other State and Commonwealth legislation and is fully accountable for the delivery of assigned projects on time and at or below budget.

## Reporting line

The role reports to the Senior Team Leader, Assessments.

## Direct reports

NIL.

## Budget/Expenditure

NIL.

Essential requirements

Tertiary qualifications in heritage management, architecture, design, urban design, archaeology, planning, landscape architecture or relevant field with demonstrated experience in heritage conservation.

Drivers Licence.

# 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.

| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | Display Resilience and Courage | Intermediate |
| **Act with Integrity** | **Adept** |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Advanced** |
| **Commit to Customer Service** | **Adept** |
| Work Collaboratively | Adept |
| Influence and Negotiate | Intermediate |
|  | **Deliver Results** | **Advanced** |
| Plan and Prioritise | Adept |
| Think and Solve Problems | Intermediate |
| Demonstrate Accountability | Intermediate |
|  | 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**  Act with Integrity | Adept | 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**  Communicate Effectively | Advanced | 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**  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 |
| **Results**  Deliver Results | Advanced | Drive a culture of achievement and acknowledge input of others  Investigate and create opportunities to enhance the achievement of organisational objectives  Make sure others understand that on-time and on-budget results are required and how overall success is defined  Control output of business unit to ensure government outcomes are achieved within budget  Progress organisational priorities and ensure effective acquisition and use of resources  Seek and apply the expertise of key individuals to achieve organisational outcomes |
| **Business Enablers**  Project Management | Adept | 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 |

| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | Display Resilience and Courage | Intermediate |
| **Act with Integrity** | **Adept** |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| **Commit to Customer Service** | **Adept** |
| Work Collaboratively | Adept |
| Influence and Negotiate | Intermediate |
|  | **Deliver Results** | **Intermediate** |
| Plan and Prioritise | Adept |
| Think and Solve Problems | Intermediate |
| Demonstrate Accountability | Intermediate |
|  | 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**  Act with Integrity | Adept | 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**  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 |
| **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 |
| **Business Enablers**  Project Management | Adept | 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 |