

Role Description

Senior Briefings and Correspondence Officer

Cluster	Department of Premier and Cabinet
Department/Agency	Department of Premier and Cabinet
Division/Branch/Unit	People Group / Information Technology / Briefings and Correspondence
Location	Sydney CBD
Classification/Grade/Band	Clerk 9/10
Kind of Employment	Ongoing
ANZSCO Code	561311
Role Number	22585 & 22586
PCAT Code	1325351
Date of Approval	October 2019
Agency Website	www.dpc.nsw.gov.au

Agency Overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

Working with us will give you a broad overview in areas such as public policy formulation, public administration and state administrative matters and an opportunity to be involved in a range of state-wide policies, issues and projects.

For more information go to http://www.dpc.nsw.gov.au/about/about_the_department.

Primary purpose of the role

To provide high level coordination of briefings, parliamentary material, correspondence and other strategic advice to facilitate the Premier and the DPC Executive receiving risk assessed, timely, clear, relevant and comprehensive information.

Key accountabilities

- Identify, recommend and develop improvements or enhancements to systems or business practice for the management of briefings and correspondence to better meet client and business needs;
- Inform and educate staff in the preparation of briefings and correspondence to increase DPC staff awareness and compliance with standards and the requirements of the Premier and Secretary and other key stakeholders;
- Provide parliamentary and briefings coordination and support ensuring the advice provided is accurate, well analysed, risk assessed and provided within required time frames;
- Work collaboratively with stakeholders in the Premier's Office, DPC, central and line agencies to ensure that a network exists through which the timely and accurate co-ordination of, and responses to, major issues can be canvassed;

- Provide advice and support to the Manager, Director and the Executive to ensure contentious issues are identified and managed in order to provide a well-positioned and appropriate response;
- Contribute to the Unit's management activities, including operational and strategic planning, budgeting, monitoring and reporting on performance and outputs, and deployment and utilisation of resources to meet identified goals.
- Provide support to the Unit's project initiatives, including change management, project tracking and reporting, relationship and contract management.

Key challenges

- Providing well-researched and balanced advice on sensitive and complex issues within tight timeframes.
- Exercising sound judgement when assessing the potential impact of the release of information on complex or crucial issues.

Key relationships

Who	Why
Internal	
Director / Manager	<ul style="list-style-type: none"> • Receive guidance and support, report on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Team	<ul style="list-style-type: none"> • Provide guidance and support, facilitate ongoing professional development and exchange information
Stakeholders	<ul style="list-style-type: none"> • Provide specialist, expert and strategic advice • Manage extensive internal networks of strong collaborative working relationships at a senior level to ensure effective communication and feedback on performance issues
External	
Government Agencies	<ul style="list-style-type: none"> • Manage extensive external networks of strong collaborative working relationships, at a senior level to ensure effective communication and feedback on performance issues
Premiers Office	<ul style="list-style-type: none"> • Develop relationships to ensure coordinated, accurate and timely advice in non-negotiable timeframes

Role dimensions

Decision making

Decisions which are made by the Role holder include:

- Has a high level of autonomy and is fully accountable for making day to day decisions regarding work outputs, with minimum supervision to achieve business objectives and performance criteria, within approved work and project plans.

- Assessing the critical nature of contentious issues and where appropriate bring these to the attention of the Manager, or other senior stakeholders, having formulated and considered several options for resolution.

Decisions referred to a supervisor include:

- Any decision requiring or resulting in significant changes to project outcomes or timeframes; those with the potential to escalate or create precedent; matters requiring a higher administrative or financial delegation or submission to a higher level of management.

Reporting line

The role reports to the Manager, Briefings and Correspondence Unit.

Essential requirements




- Demonstrated detailed knowledge and understanding of public sector accountabilities and parliamentary and Cabinet processes
- Demonstrated conceptual, analytical and problem identification and resolution skills and an ability to exercise sound judgment in complex and a politically sensitive environment

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
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	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 Communicate Effectively	Adept	<ul style="list-style-type: none"> • 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	<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 • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
Results Think & Solve Problems	Advanced	<ul style="list-style-type: none"> • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
		<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
		<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Technology	Adept	
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans