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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Law Reform and Legal Services /Legal Services Council |
| **Location** | Sydney |
| **Classification/Grade/Band** | Departmental Professional Officer (DPO) Grade VI |
| **Role Number** | TBA |
| **ANZSCO Code** | 224412 |
| **PCAT Code** | 2119181 |
| **Date of Approval** | 2 April 2020 ( PSC Duplicate Gen 0014 )  | **Ref: ULS 0009** |
| **Agency Website** | www.dcj.nsw.gov.au |

***This role description applies to multiple roles across DCJ. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

# Primary purpose of the role

The Principal Policy Officer assists the Senior Principal Policy Officer in the development, delivery and implementation of a portfolio of policy initiatives and reforms that support organisational objectives and Government commitments.

# Key accountabilities

* Undertake research, analysis and review of complex policy issues, identifying emerging issues, and developing evidence-based options and strategies, to ensure problems are resolved and risks are mitigated
* Develop proposals for legislative and other reform to address issues of government and community concern
* Provide expert advice and information to inform relevant stakeholders and support policy directions
* Support the Agency in meeting policy commitments and/or roll-out of significant policy initiatives
* Develop and implement strategies for the monitoring and evaluation of all policy initiatives to identify risks and issues and ensure the achievement of desired outcomes
* Facilitate stakeholder engagement, consultation and negotiation on policy issues to identify and develop solutions and make recommendations that account for relevant factors and support sound policy decisions and approaches
* Prepare reports, briefs and correspondence to inform or respond to Agency and/or Government requests
* Manage advisory committees and working groups to support the Legal Services Council in meeting its obligations under the Uniform Law.

# Key challenges

* Providing accurate policy advice and recommendations on a range of complex issues, given the need to understand the problem and formulate responses within short-time frames, often without prior notice.
* Managing consultations and negotiations with diverse stakeholders, given the need to balance competing interests and demands which are often changing and unpredictable
* Building and maintaining effective working relationships both within and outside the Department

# Key relationships

| .Who | Why |
| --- | --- |
| **Internal** |  |
|  |  |
| Manager | * Provide expert advice and contribute to decision making
* Identify emerging issues/risks and their implications and propose solutions
* Receive advice and report on progress towards business objectives and discuss future directions
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| Stakeholders | * Provide expert advice on a range of policy issues and strategies
* Optimise engagement to achieve defined outcomes
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| External |  |
| Stakeholders | * Provide expert advice on a range of policy issues and strategies
* Optimise engagement to achieve defined outcomes
* Consult and negotiate on key policy issues
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| Vendors/Service Providers and Consultants | * Communicate service needs and facilitate routine business transactions
* Monitor service delivery in line with agency requirements
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# Role dimensions

## Decision making

The role works with minimal supervision, and prepares policy and other advice, including making recommendations, under the pressure of time constraints.

The role analyses and evaluates issues, using sound judgement, discretion and initiative.

The role exercises discretion in handling confidential and sensitive information.

The occupant submits policy and legal advice and makes recommendations to the Senior Principal Policy Officer for review.

## The role refers more complex matters to the Senior Principal Policy Officer.

## Reporting line

The role reports to the Senior Principal Policy Officer

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

Knowledge of legislation relevant to the Department’s portfolio, government functions and the legislative process.

# Essential requirements

Tertiary qualifications in law

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | Adept |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * 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
* Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
* Influence others with a fair and considered approach and sound arguments
* Show sensitivity and understanding in resolving conflicts and differences
* Manage challenging relationships with internal and external stakeholders
* Anticipate and minimise conflict
 | Adept |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
* Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
* Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
* Seek contributions and ideas from people with diverse backgrounds and experience
* Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
 | Adept |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise business benefits
* Prepare clear project proposals and accurate estimates of required costs and resources
* Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
* Identify and evaluate risks associated with the project and develop mitigation strategies
* Identify and consult stakeholders to inform the project strategy
* Communicate the project’s objectives and its expected benefits
* Monitor the completion of project milestones against goals and take necessary action
* Evaluate progress and identify improvements to inform future projects
 | Adept |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |