Role Description 

**Coordination Officer**

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| **Cluster**  | Regional NSW |
| **Department/Agency**  | Department of Regional NSW |
| **Division/Branch/Unit**  | Regions, Industry, Agriculture & Resources/ Regions NSW |
| **Location**  | Various  |
| **Classification/Grade/Band**  | Clerk Grade 7/8  |
| **Role Family**  | Bespoke/ Policy/Deliver |
| **ANZSCO Code**  | 511112  |
| **PCAT Code**  | 3119192  |
| **Date of Approval**  | April 2016 (updated July 2019; May 2020 and September 2020) |
| **Agency Website**  | www.drnsw.nsw.gov.au  |

**Agency overview**

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state’s mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

**Primary purpose of the role**

Provide advice and support to the Deputy Director and Director to advance the Government’s priorities, deliver responsive change, service improvement and problem resolution to regional and rural NSW.

**Key accountabilities**

* Undertake specified regular, formal and informal coordination activities of relevant NSW Government agencies to ensure the Government’s priorities are understood and met at the regional level, most especially on multi-agency issues with whole-of-State significance.
* Provide advice and support to the Deputy Director and Director to advance or resolve issues impacting on communities and achieve positive benefits for the region.
* Undertake research to inform the development of strategic planning and prioritisation processes for the region and ensure consistency with the Government’s overall priorities and agenda and between related regional planning tools.
* Identify and escalate regional or multi-agency issues to the Deputy Director or Director to ensure they receive appropriate attention and resolution.
* Assist in the preparation of high quality written advice in the form of reports, briefs or correspondence to the Deputy Director or Director providing information and advice to keep relevant groups informed on key developments and issues.
* Maintain a level of knowledge of regional issues and priorities to facilitate communication and discussion with key agencies and the anticipation of, and response to problems.
* Establish and maintain collaborative working relationships with key regional contacts and stakeholders to ensure understanding and commitment to delivering the Government’s priorities and addressing issues which affect the delivery of government services in regional and rural NSW.

## Key challenges

* Providing well-researched and balanced advice, given that this is often required within tight timeframes.
* Completing work within agreed timeframes and performance standards, while managing competing tasks.

## Key relationships

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| --- | --- |
| **Who**  | **Why**  |
| **Internal**  |  |
| Deputy Director or Director  | * Provide analysis, recommendations and advice to support the resolution of issues impacting on communities and achieve positive benefits for the region.
* Exchange information and receive guidance and instructions.
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| Work team   | * Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach.
* Share information and exchange information.
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| **External**  |  |
| Government, public sector, nongovernment, industry and community sectors  | * Develop and maintain effective working relationships to facilitate the engagement and input of external stakeholders to support the development and delivery of state significant regional projects or service delivery reforms.
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### Role dimensions

### Decision making

Decisions which are made by the position holder include:

* providing information and advice and liaising, consulting and working collaboratively with internal and external stakeholders.
* keeping the Deputy Director or Director fully informed on relevant issues.
* setting work priorities within agreed parameters and approved work plans, organising and managing own workload.
* ensuring compliance with all relevant policy, procedures, legislation and regulation.

Decisions referred to a supervisor include matters requiring a higher delegated authority.

### Reporting line

The Coordination Officer reports to the Deputy Director or Director and is fully accountable for the accuracy, validity, balance and integrity of the content of advice provided and work performed.

Key knowledge and experience

* Knowledge and understanding of the environmental, social and economic regional issues facing governments, agencies and communities.
* Knowledge of the workings of Government, including ministerial roles, agency functions and central agency responsibilities and capacity to achieve results in these contexts

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Essential requirements

* Current NSW driver’s licence.

# 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 |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
|  | **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 soAct professionally and support a culture of integrityIdentify and explain ethical issues and set an example for others to followEnsure that others are aware of and understand the legislation and policy framework within which they operateAct to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| **Work Collaboratively**Collaborate with others and value their contribution | Build a supportive and cooperative team environmentShare information and learning across teamsAcknowledge outcomes that were achieved by effective collaborationEngage other teams and units to share information and jointly solve issues and problemsSupport others in challenging situationsUse collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | Identify the facts and type of data needed to understand a problem or explore an opportunityResearch and analyse information to make recommendations based on relevant evidenceIdentify issues that may hinder the completion of tasks and find appropriate solutionsBe willing to seek input from others and share own ideas to achieve best outcomesGenerate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Project Management**Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverablesContribute to developing project documentation and resource estimatesContribute to reviews of progress, outcomes and future improvementsIdentify and escalate possible variances from project plans | Intermediate |

# 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 are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
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| **Capability group/sets** | **Capability name** |  | **Description** | **Level**  |
|  | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| 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 | Intermediate |
|  | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| 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 | Foundational |