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| **Agency** | Public Service Commission |
| **Location** | Sydney CBD |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Kind of Employment** | Ongoing |
| **ANZSCO Code** | 224412 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 23 June 2014 |
| **Agency Website** | www.psc.nsw.gov.au |

# Agency overview

The Public Service Commission (PSC) is headed by an independent Public Service Commissioner and is a separate agency under the *Government Sector Employment Act 2013* (GSE Act) that supports the Commissioner in the exercise of his/her functions and powers.

 The PSC leads the design, development and implementation of the full range of workforce management strategies - including workforce capability, recruitment and assessment, performance management, and strategic workforce planning - to enhance the effectiveness and efficiency of the NSW public sector workforce.

# Primary purpose of the role

The Advisor undertakes project and program work relating to management and development of the public sector workforce, provides advice to agencies on public sector policies, programs, initiatives and issues, and contributes to the development of policy advice for the Commissioner.

# Key accountabilities

* Contribute to issues papers, policy papers, briefs, speeches and correspondence to enable the Commissioner to respond to the Government’s requests or inform the Government’s decisions.
* Advise government agencies on public sector workforce policies, programs, initiatives and issues that enhance the capability of agencies to make appropriate decisions.
* Undertake projects and programs that improve the effectiveness and efficiency of the public sector workforce.
* Carry out quantitative and qualitative research and analysis to inform public sector workforce management policy and program development or evaluate implementation outcomes.

# Key challenges

* Contribute to policies, strategies and programs that balance complex and multiple issues with sensitivity to relationships with stakeholders, financial implications, resource requirements, and service delivery impacts.
* Operate flexibly, be adaptable and assimilate information quickly.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager/supervisor | * Escalate issues, keep informed, advise and receive instructions.
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| PSC staff | * Liaise and consult to ensure effective engagement on policy and program development, planning, implementation and review.
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| **External** |  |
| NSW public sector staff | * Liaise and consult to ensure effective engagement on policy and program development, planning, implementation and review.
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| Third party providers | * Liaise and consult to ensure that services/products delivered support the requirements of policy and program development, planning implementation and review.
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# Role dimensions

This role:

* independently manages the day to day workload within agreed work and project plans, and takes active ownership of own work and the work of the team
* refers to a supervisor decisions to include any changes to project outcomes or timeframes, issues 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

This role reports to the Principal Advisor or the Senior Advisor depending on the nature of the project assigned.

## Direct reports

Nil

# 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](file:///C%3A%5CUsers%5Cmlinarif%5CObjectiveHome%5Cmlinarif-sfobjprod.govnet.nsw.gov.au-8008%5CObjects%5Cwww.psc.nsw.gov.au%5Ccapabilityframework)

## 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 | Intermediate |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| Commit to Customer Service | Intermediate |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Intermediate |
|  | **Deliver Results** | **Intermediate** |
| Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| Technology | Intermediate |
| **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**Display Resilience and Courage | Adept | Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations |
| **Relationships**CommunicateEffectively | 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**Work Collaboratively | Intermediate | Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointlySupport others in challenging situations |
| **Results**Deliver Results | Intermediate | Complete work tasks to agreed budgets, timeframes and standardsTake the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goalsSeek and apply specialist advice when required |
| **Results**Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidenceIdentify issues that may hinder completion of tasks and find appropriate solutionsBe willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**Procurement and Contract Management | Intermediate | Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management Conduct delegated purchasing activities, complying with prescribed guidelines and procedures Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements |
| **Business Enablers**Project Management | Intermediate | Perform basic research and analysis which others will use to inform project directionsUnderstand project goals, steps to be undertaken and expected outcomesPrepare accurate documentation to support cost or resource estimatesParticipate and contribute to reviews of progress, outcomes and future improvementsIdentify and escalate any possible variance from project plans |