

Role Description

Senior Advisor

Cluster	Premier and Cabinet
Agency	Public Service Commission
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	224412
PCAT Code	1119192
Date of Approval	October 2020
Agency Website	https://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 exercising 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 and strategic workforce planning - to enhance the effectiveness and efficiency of the NSW public sector workforce.

Primary purpose of the role

The Senior Advisor contributes to program and policy development initiatives, including their implementation and evaluation, and provides timely, policy advice on matters relating to the public sector workforce.

Key accountabilities

- Research, analyse and review complex policy issues in relation to the public sector workforce, identify and act on opportunities, identify emerging issues, develop evidence-based options, and recommend solutions to resolve problems and mitigate risks.
- Provide timely, expert advice and professional support to government agencies concerning public sector workforce policies, programs, initiatives and issues to enhance the capability of agencies to make well informed decisions.
- Develop issues papers, policy papers, briefs, reports, speeches and correspondence to enable the Commissioner to respond to the Government's requests or inform the Government's decisions.
- Undertake quantitative and qualitative research and analysis to support public sector workforce management policy and program development and evaluate implementation outcomes.
- Maintain current knowledge of contemporary trends and developments including organisational development and workforce management practices, legislation, policy and funding initiatives impacting the public sector workforce and identifying and assessing their potential for application in an environment which is subject to rapid change and development.

Key challenges

- Delivering policy initiatives and projects to the required standards and timeframes, given the need to rapidly understand and integrate new and novel information and adapt in an often changing and unpredictable environment.
- Managing the consultation process with sector representatives to optimise acceptance and ease of implementation once a policy or program direction is decided.
- Operating flexibly, being adaptable and assimilating information quickly.

Key relationships

Who	Why
Internal	
Manager/supervisor	<ul style="list-style-type: none">• Escalate issues, keep informed, advise and receive instructions.
PSC staff	<ul style="list-style-type: none">• Consult and collaborate to ensure effective engagement on policy and program development, planning, implementation and review.
External	
NSW public sector staff	<ul style="list-style-type: none">• Consult and collaborate to ensure effective engagement on policy and program development, planning, implementation and review.
Representatives of other organisations, (government, educational, private and not-for-profit)	<ul style="list-style-type: none">• Keep informed on current developments and perspectives in other sectors and jurisdictions• Seek and share information to support policy and program initiatives
Members of the public	<ul style="list-style-type: none">• Respond to general enquiries regarding the PSC and public sector employment
Third party providers	<ul style="list-style-type: none">• Manage relationships through consultation and collaboration to ensure effective engagement and provision of services/products that inform policy and program development, planning, implementation and review

Role dimensions

Decision making

This role:

- independently manages the day to day workload within agreed work and project plans, takes active ownership of own work, and collaborates with others in the team and across the PSC so that work is delivered within required timeframes and to high standards
- refers to a supervisor 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

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

Direct reports

This role will have up to three direct reports.

Budget/Expenditure

The budget allocated to this role will depend on nature of project assigned.

Capabilities for the role



The [NSW public sector 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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• 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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Tailor communication to diverse audiences• Clearly explain complex concepts and arguments to individuals and groups• Create opportunities for others to be heard, listen attentively and encourage them to express their views• Share information across teams and units to enable informed decision making• Write fluently in plain English and in a range of styles and formats• Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Work Collaboratively	<ul style="list-style-type: none">• Encourage a culture that recognises the value of collaboration	Adept

Collaborate with others and value their contribution

- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Negotiate from an informed and credible position Adept
- 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



Results

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 Adept
- 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

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 Adept
 - Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
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		<ul style="list-style-type: none"> • 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 	
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • 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 	Adept
		Evaluate progress and identify improvements to inform future projects	

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			
Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	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

 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	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	Intermediate
 Business Enablers	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
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support teams in developing new ways of working and generating innovative ideas to approach challenges	Intermediate