Role Description
Industry Engagement Officer

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Resources Regulator / Regulatory Operations / Industry Engagement
Location	Maitland
Role number	Generic
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	225311
PCAT Code	1239115
Date of Approval	29 April 2020
Agency Website	www.resourcesregulator.nsw.gov.au/

Agency overview

The Department of Regional NSW (DRNSW) 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 that government investment into regional NSW is fair and delivers positive outcomes for local communities and businesses.

Resource management is a key issue for regional communities which is why the NSW Resources Regulator is part of DRNSW. The Regulator is the State's work health and safety regulator for mines and petroleum sites and undertakes compliance and enforcement activities in relation to the *Mining Act 1992*, with a key focus on mine rehabilitation activities.

The Regulator was established on 1 July 2016 as a standalone regulator with the purpose of increasing industry and community confidence in the regulation of the mining industry through a consistent, transparent and responsive regulatory approach. Our vision is a safe and responsible mining, extractive and petroleum industry. Our mission is to enable and support industry to understand and fulfil its obligations.

Primary purpose of the role

Prepare and publish communication material to promote effective mine safety and support the resources and mining sectors. The role supports the state's mine safety regulator by contributing to the development and promotion of a pervasive safety culture across the NSW mining industry.

Key accountabilities

- Implement communication strategies, projects and supporting activities under the directions of the Director to support departmental programs, services and initiatives.
- Work closely with other members of the NSW Resources Regulator; key subject matter experts, content authors, and stakeholders to develop and publish a range of materials, effectively utilizing media and social media platforms.

- Liaise with industry associations, service providers and other industry stakeholders, and supporting the Mine Safety Advisory Council, to ensure consistent safety & health messages and to promote initiatives and programs for industry.
- Prepare publications, including design layout, to meet departmental style and standards and ensure the timely approval and publishing of critical incident information to industry.
- Conduct campaign tracking and analytics on communication channels and the mine safety subscriber database to increase engagement and conversion rates, and report results to stakeholders.
- Manage the safety & health area of the Resources Regulator website, including surveying users and regularly reviewing information architecture to ensure its ongoing effectiveness.
- Research and write content for departmental publications, ministerial briefings materials such as briefings, papers, submissions, articles, speeches and reports.
- Liaise and negotiate effectively with other departmental officers and external contractors and service providers in producing key mineral industry publications.

Key challenges

- Effectively managing the publishing of mining safety information and other communications projects, managing the mine safety brand and responding to complex and technical mine safety issues.
- Determining priorities and processes during periods of high demand, while setting clear guidelines and expectations for staff.
- Monitoring and nurturing internal stakeholder relationships while being mindful of disparate reporting structures and conflicting expectations.

Key relationships

Who	Why
Internal	
Director Regulatory Operations	- Seek guidance and report on activities, develop agreed work programs - Raise awareness of emergent issues
Directors and content authors/ subject matter experts	Ensure content is correct and appropriate, and gain approval to publish for external & internal publications and publishing processes
Departmental staff	- Build networks across the department to effectively work on communications initiatives - Provide advice and assistance on communications related matters
External	
Consultants and suppliers	- Brief and liaise with consultants and suppliers - Effectively manage commercial arrangements with external publishers and advertising coordinators regarding major publications to promote responsible mining development and mine safety
Industry stakeholders	- To develop relationships and maintain current knowledge of the industry - To obtain up to date mine safety information for publications and other activities - Provide relevant information on the resources industry to councils and community groups to promote responsible safety activities to support the mining industry

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Role dimensions

Decision making

- Manages their own work program on a day to day basis.
- Liaison with departmental officers and other agencies and the preparation of documentation is generally undertaken without reference to managers.
- The position refers to the Director for sign-off on material prepared for the senior staff including the Director Regulatory Operations and the Executive Director Resources Regulator.

Reporting line

The role reports to the Manager Industry Engagement.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Good understanding of mine safety issues, regulatory frameworks and the NSW resources sector.
- Experienced in developing and publishing information material, including design and layout applications, editing, photography and website design.

Essential requirements

- Compliance with the Resources Regulator Integrity Clearance policy is **mandatory**, and a **condition of engagement** for staff engaged after 3 December 2019.
- Compliance with the Resources Regulator Pecuniary Interests in the Regulated Sector policy is **mandatory**.
- Appointment and ongoing assignment is subject to the satisfactory participation in ongoing health screening.

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.

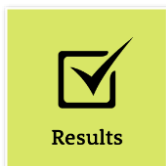The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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	**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 • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate

Results	**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
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

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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**
Personal Attributes	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	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	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
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

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