

# Role Description

## Advisor



Cluster	Premier and Cabinet
Agency	Public Service Commission
Division/Branch/Unit	Capability and Culture/ Workforce Inclusion and Experience
Role number	TBC
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	224412
PCAT Code	1119192
Date of Approval	September 2021
Agency Website	<a href="http://www.psc.nsw.gov.au">www.psc.nsw.gov.au</a>

### 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 in relation to Workforce Inclusion and Experience.

### Key accountabilities

- Contribute to issues papers, policy papers, briefs, speeches and correspondence to enable the Commissioner and other Executives 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.
- Support the delivery and evaluation of workforce experience and/or inclusion programs for stakeholders across the government sector.
- Develop and drive the communications strategy and associated activities and events that support the promotion, communications and events for workforce experience and/or inclusion initiatives.

- Build and maintain strong client relationships with key stakeholders through consultation and collaboration to provide responsive advice and service supporting branch outcomes.
- Undertake workforce experience and/or inclusion 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.
- Assist in the roll out of other Capability and Culture initiatives and programs as required to build capability across the branch.

## Key challenges

- Manage work priorities effectively to complete project and other work within the required timeframes and to agreed standards.
- Keeping up to date with current and emerging best practice, Government policy, professional and statutory requirements.
- Developing and maintaining external and internal relationships and communications with key stakeholders.

## Key relationships

Who	Why
<b>Internal</b>	
Relevant Reporting Line Manager	<ul style="list-style-type: none"> <li>• Provide regular updates on key projects, issues and priorities</li> <li>• Contribute to strategic planning, policy development and decision making</li> <li>• Escalate issues, keep informed and receive instructions.</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Participate and contribute to meetings and share information.</li> <li>• Support the team, work collaboratively to contribute to achieving the team's outcomes.</li> </ul>
<b>External</b>	
External Stakeholders/ Customers	<ul style="list-style-type: none"> <li>• Address queries and/or redirect to relevant party for review and resolution.</li> <li>• Contribute to a client-focused approach to service provision</li> <li>• Provide advice to support decision-making and provide solutions to issues</li> <li>• Establish networks to enable performance benchmarking and maintain currency in trends and developments</li> <li>• Contribute to cross agency or whole of government projects/programs</li> <li>• Actively manage the relationships with providers to ensure services and information is maintained in accordance with any agreements with a continued focus on improvements in accuracy and timeliness.</li> </ul>

## Role dimensions

### Decision making

- The role operates with autonomy in determining day to day work priorities within the context of an agreed work plan and in making associated decisions. Decisions on complex issues or those with political impact are referred to a higher level of authority.

### Reporting line

The role reports to the relevant reporting line manager.

## Direct reports

Nil

## Budget/Expenditure

As per PSC financial delegations

## 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
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible, show initiative and respond quickly when situations change</li><li>• Give frank and honest feedback and advice</li><li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li><li>• Raise and work through challenging issues and seek alternatives</li><li>• Remain composed and calm under pressure and in challenging situations</li></ul>	Adept
	<b>Value Diversity and Inclusion</b> Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"><li>• Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders</li><li>• Demonstrate cultural sensitivity, and engage with and integrate the views of others</li><li>• Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences</li><li>• Recognise and adapt to individual abilities, differences and working styles</li></ul>	Adept

		<ul style="list-style-type: none"> <li>Support initiatives that create a safe and equitable workplace and culture in which differences are valued</li> <li>Recognise and manage bias in interactions and decision making</li> </ul>	
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Build a supportive and cooperative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes that were achieved by effective collaboration</li> <li>Engage other teams and units to share information and jointly solve issues and problems</li> <li>Support others in challenging situations</li> <li>Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>Seek and apply specialist advice when required</li> <li>Complete work tasks within set budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own work and that of the team or unit</li> <li>Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>Identify any barriers to achieving results and resolve these where possible</li> <li>Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>Research and analyse information to make recommendations based on relevant evidence</li> <li>Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>Be willing to seek input from others and share own ideas to achieve best outcomes</li> </ul>	Intermediate




	<b>Procurement and Contract Management</b> Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> <li>• Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing</li> <li>• Conduct delegated purchasing activities in line with procedures</li> <li>• Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements</li> </ul>	Intermediate
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>• Contribute to developing project documentation and resource estimates</li> <li>• Contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate possible variances from project plans</li> </ul>	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

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	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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