

Role Description

Operations Coordinator



Regional
NSW

Cluster	Regional NSW
Department/Agency	Department of Regional NSW
Division/Branch/Unit	NSW Public Works
Role number	TBC
Classification/Grade/Band	Clerk Grade 7-8
ANZSCO Code	599999
PCAT Code	1129192
Date of Approval	March 2023
Agency Website	www.publicworks.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as the 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.

NSW Public Works is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery, and support services. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities.

Primary purpose of the role

The Operations Coordinator is responsible for the delivery of efficient resourcing, administrative and business support services in the business unit including workforce planning, quality system process compliance, resource coordination and development across the region.

Key accountabilities

- Maintain the Business Unit Operational Plan and identify and implement people strategies including resourcing activities, workforce planning, knowledge management, performance management, and learning and development programs
- Contribute to the implementation of corporate, agency and local business systems and operational processes to achieve business unit outcomes
- Assist with the change management and rollout of centrally led NSW Public Works business improvement or communications initiatives ensuring operational requirements are met
- Lead any local Goods & Services procurements and ensure all corporate frameworks and policies are adhered to

- Manage and increase the effectiveness and efficiency of support services through developing and implementing improvements to each function as well as coordination between support and business functions, in line with NSW Public Works and DRNSW centralised direction and policies
- Lead the operations team in the provision of consistent high-quality resource and business support services including coaching and developing team members.
- Contribute to the effective allocation and utilisation of resources, both human and other, to ensure that planned programs of work are completed according to program and project objectives
- Liaise with other NSW Public Works business units and participate on business and resourcing Improvement Teams to address issues and disseminate learnings.

Key challenges

- Ensuring consistency of local processes and approaches with those of NSW Public Works and the Department
- Implementing, monitoring and improving an effective and consistent learning and development program across the region to ensure staff skills and capabilities match required levels to provide appropriate services to clients
- Ability to implement flexible strategies to attract and retain high performing staff within the context of government policies.

Key relationships

Internal

Who	Why
Director	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide expert advice and guidance on operational aspects of the business unit to ensure effective workforce planning, resource coordination and development to ensure sustainability of the business operations.
Management Team	<ul style="list-style-type: none"> • Actively participate in business activities as a member of the management team • Contribute to broader unit issues • Provide reports, data and analysis • Present information and evidence of compliance.
Commercial & Governance Team	<ul style="list-style-type: none"> • Develop and maintain effective working relationship actively participating in resourcing and impacts on budget, expenditure proposals and bid resourcing.
Work Team	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance • Encourage team members to work collaboratively to achieve business outcomes • Guide, support, coach and mentor team members • lead team meetings to obtain group perspective and share information • Support team members and work collaboratively to contribute to achieving the teams' business outcomes.
NSWPW QSE Team	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed.

External

Who	Why
Customers/Stakeholders	<ul style="list-style-type: none">• Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed• Contribute to a client-focused approach to service delivery.
Vendors/Service Providers	<ul style="list-style-type: none">• Liaise on contracts and service agreements to ensure compliance business operation requirements.

Role dimensions

Decision making

This role has high level of autonomy and authority to make decisions, set priorities and direction specific to the achievement of resourcing outcomes, in consultation with the Director.

Reporting line

Director

Direct reports

Various Business Support staff (depending on size of business unit)

Budget/Expenditure

In line with the Dept. of Regional NSW and NSW Public Works delegation manual

Key knowledge and experience

- Relevant demonstrable experience within the public sector and/or a professional services organisation
- Knowledge of and experience in the use of MS Office and Resource Planning Tools.

Essential requirements

- Degree in business and/or equivalent knowledge, skills and experience with a demonstrated commitment to ongoing professional development
- Current NSW Driver's Licence and willingness to drive to and work in remote locations which may include overnight stays.

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	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
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept

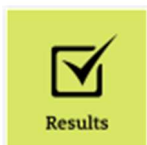


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



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

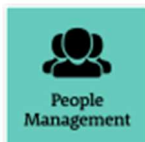


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Intermediate



Manage and Develop People







Engage and motivate staff, and develop capability and potential in others








- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

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.

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
	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
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate