

Role Description

Senior Water Regulation Officer



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Division/Branch/Unit	Department of Planning, Industry & Environment
Location	Water /Regional Water Strategies
Classification/Grade/Band	Clerk Grade 9/10
Role Family	Bespoke/ Regulation & Compliance/Deliver
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	January 2021
Agency Website	http://www.dpie.nsw.gov.au

About the Department of Planning, Industry and Environment

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Water Group leads the NSW Government in providing confidence to communities and stakeholders with the transparent stewardship of water resources, provision of services and reforms that support sustainable and healthy environments, economies and societies across NSW.

Primary purpose of the role

The Senior Water Regulation Officer manages and monitors complex and/or sensitive licensing and approvals and education projects to promote public confidence in the implementation of the NSW Floodplain Harvesting Policy and water management regulatory system. This includes planning, co-ordinating and leading stakeholder engagement forums to provide specialist information to water users, staff and other community and government partners.

Key accountabilities

- Coordinate and mentor staff of the Floodplain Harvesting team undertaking the assessment of licencing and approval applications for floodplain harvesting is in accordance with the Healthy Floodplain Policy and associated regulations .

- Provide specialist information and advice on licensing and approvals procedures, and legislation to staff, community and stakeholders to increase understanding for the appropriate access to floodplain water in accordance with the NSW Healthy Floodplain Policy and associated regulations.
- Contribute and provide specialist advice to inform policy and legislation development; systems and procedures and development and review of water sharing and other natural resource management plans to ensure continued best practice outcomes
- Lead negotiations with interested or affected parties to resolve sensitive and/or complex disputes in relation to licensing and approval matters.
- Undertake analysis and interpretation of resource access information to inform recommended courses of action that support current water legislation, policies and guidelines.
- Prepare reports, ministerial and executive correspondence and briefing notes based on specialist knowledge of water licensing and compliance procedures, policy and legislation

Key challenges

- Managing and coordinating multiple licensing and approval activities in accordance with the NSW Healthy Floodplain Policy, to protect legal natural resources access and community access rights to floodwater, and undertaking information sharing activities to increase customer and community understanding of water resource legislation and policy frameworks.
- Supporting and facilitating information sharing and education across DPIE Water, NRAR and WaterNSW teams by transferring and sharing knowledge and skills.

Key relationships

Who	Why
Internal	
Manager Floodplain Harvesting Licensing and Approvals	<ul style="list-style-type: none"> ● Receive guidance and provide regular updates and reports on assigned tasks to line manager ● Work with the Manager to formulate courses of action to resolve emerging issues ● Escalate issues and propose outcomes. ● Assist in providing expert briefings on new and emerging issues. ● Monitor and report on project performance.
Director, Healthy Floodplains	<ul style="list-style-type: none"> ● Receive overall direction on the implementation of NSW floodplain harvesting reforms
Senior Management Team	<ul style="list-style-type: none"> ● Develop and maintain effective networks to provide and/or seek expert advice, support and assistance in water regulation services ● Contribute to decisions based on sound data and information ● Contribute to the continued improvement of compliance and approvals procedures and policies in line with current water legislation, policies and guidelines.
DPIE Water, WNSW and NRAR teams	<ul style="list-style-type: none"> ● Ensure team outcomes are aligned with current priorities, such as customer service standards and WHS standards ● Ensure efficient and effective integration of state-wide compliance policy and strategy into implementable practices and procedures ● Assist staff to understand the Department's role in competently

administering licensing, approval and compliance of water resources management, by undertaking briefing sessions and sharing knowledge

External

Stakeholder groups and Local Government, State and Commonwealth agencies	<ul style="list-style-type: none">• Provide information to government and local government staff and community to ensure they understand their legal rights and responsibilities
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Role dimensions

Decision making

This role:

- Manages the day to day team workload within agreed work and project plans, takes active ownership of own work and makes decisions in accordance with legislation, regulation, policies and plans
- Refers to the Manager those decisions requiring or resulting in significant changes to outcomes or timeframes; are likely to escalate or create substantial or contentious precedent or require higher level delegations or decision-making

Reporting line

Manager Floodplain Harvesting Licensing and Approvals

Direct reports

Up to 4 Direct reports (dependent on project)

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge and experience in applying legislation, policies, procedures and other regulatory instruments relevant to licensing and compliance.
- Experience in undertaking compliance investigations
- Comprehensive understanding of the aims and principles of sustainable natural resource management.

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	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate
 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
	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 	Adept

		external stakeholders to improve outcomes for customers	
		<ul style="list-style-type: none"> • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	
 <p>Results</p>	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • 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
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • 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 	Intermediate
	<p>Inspire Direction and Purpose</p>	<ul style="list-style-type: none"> • Assist the team or unit to understand 	Intermediate

Communicate goals, priorities and vision, and recognise achievements






organisational directions and explain the reasons behind decisions

- Ensure that team and unit objectives lead to the achievement of business outcomes that align with organisational policies
- Ensure team members understand how their activities create value for the organisation, customers and stakeholders
- Encourage team members to strive for ongoing performance improvement
- Recognise and acknowledge high individual and team performance

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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	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	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
