Role Description
People Partner

Cluster	Planning Industry and Environment
Agency	Department of Planning Industry and Environment
Division/Branch/Unit	People Performance and Culture/People and Performance/People Partners
Location	Parramatta or Orange
Classification/Grade/Band	Clerk Grade 9/10
Role Family *(internal use only)*	Bespoke/People and Culture/Deliver
ANZSCO Code	223111
PCAT Code	1224992
Date of Approval	December, 2019
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment cluster was formed in 2019. The cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The People Partner assists the Manager, People Partners to provide expert strategic and technical human resource advice to support their clients' management teams effectively manage their people, achieve change and business outcomes.

Key accountabilities

- Operate as a strategic partner as part of the People Partners team to deliver technical and strategic human resource advice across a range of areas such as workforce planning, performance management, issue resolution, human resource programs and policy
- Build collaborative stakeholder relationships that ensure cooperation and commitment to achieve effective people strategies and programs
- Identify and deliver human resources initiatives in partnership with other People Performance and Culture teams to build performance that supports people and business objectives
- Partner with the business to provide end to end advice and support for change management initiatives utilising the Department's change management methodologies to support continual improvement and cultural alignment
- Provide expert advice to clients to develop awareness of human resource policies, to promote compliance and facilitate best practice outcomes and mitigate risk

- Participate in the development, implementation and review of human resources policies and procedures for the department in line with legislative and business requirements
- Share knowledge as part of a multi-disciplinary team, sharing lessons learnt facilitating cross learning and mentoring team members to build technical expertise and best practice

Key challenges

- Maintaining a detailed knowledge of relevant human resource legislation and policy that pertains to the client groups, Department or Executive Agency
- Maintaining open and effective communication with clients and internal service providers in order to provide quality and timely human resources advice and influence key stakeholders

Key relationships

Who	Why
Internal	
Manager People Partners	• Provide input into team work programs to influence decisions regarding human resource initiatives and innovation • Provide information regarding issues and status of projects and strategies
Client group executive, managers and staff	• Provide accurate and timely strategic and technical advice regarding human resource initiatives, practice and decisions to achieve people management, change and business improvement outcomes • Facilitate adoption of best practice human resource strategies and programs where there are conflicting interests and opinions • Provide advice to resolve issues and provide solutions to problems • Provide information regarding agency and sector wide policies and standards
People Partners team	• Participate in meetings and represent work group perspective and share information • Work collaboratively to achieve business outcomes for clients • Participate in discussions and decisions regarding implementation of innovation and best practice
People Performance and Culture	• Draw information on and seek clarification from specialists in all other Branches

Role dimensions

Decision making

- Acts in consultation with the Manager, People Partners in delivering client and departmental outcomes
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times required by internal clients, including clients' Executive and management teams
- Makes day to day decisions and provides guidance on appropriate courses of action that might be taken to address human resources issues
- Exercise discretion in determining the approach to work undertaken by the role and is responsible for interpretation and recommendations made

NSW GOVERNMENT

Reporting line

Manager, People Partners

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- High level knowledge of human resources legislation, policies, practices and strategies
- Experience in implementing client focused human resource strategies, programs and services
- Accredited in job evaluation methodology Mercer CED, Hay or OCR or willingness to undertake accreditation
- Demonstrated experience in the use of human resources management information systems (HRMIS)

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	**Adept**
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others

Group and Capability	Level	Behavioural Indicators
		• Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects