Role Description
Assistant Ministerial Liaison Officer

Cluster/Agency	NSW Department of Industry
Division/Branch/Unit	Housing and Property/Office of the Group Deputy Secretary/Parliament and Government Services team
Location	Parramatta CBD
Classification/Grade/Band	Clerk Grade 5/6
Role Family (internal use only)	Bespoke/Administrative & Executive Support/Support
ANZSCO Code	224912
PCAT Code	1111492
Date of Approval	February 2020
Agency Website	https://www.dpie.nsw.gov.au/

Agency overview

The Department of Planning, Industry and Environment (DPIE) brings together specialists in urban and regional planning, natural resources, industry, environment, heritage, Aboriginal and social housing, and regional New South Wales.

DPIE is here to serve the people of New South Wales by developing well-connected communities, preserving our environment, supporting our industries and contributing to a strong economy.

We have offices and teams across the State who are working for you on long-term planning, planning assessments, infrastructure priorities, natural resources, the environment, energy and growing the State's industries.

We bring together the economy, environment, work and play, industry and recreation. This helps to ensure economic growth and job security considers the environment and character of our neighbourhoods and communities.

We make decisions based on advice and analysis that are transparent, efficient and reflective of the diversity of New South Wales. We strive to be a global leader in the planning and management of resources, environmental and socio-economic security, financial affordability, land use and carbon emissions.

The Housing and Property Group provides strategic oversight and coordination to ensure that government owned property and government led development is advanced as a whole-of-government agenda to deliver improved economic, environmental, cultural and social outcomes. A new functional capability in the Group will support whole-of-government consideration to realise best use of existing and underutilised land to maximise community benefit in the delivery of housing and public spaces.

The Parliament and Government Services team falls within the Office of the Group Deputy Secretary for Housing and Property. It coordinates ministerial and whole of government liaison and engagement, and is responsible for processing and coordinating ministerial requests.

Primary purpose of the role

The role supports the Housing and Property Parliament and Government Services team to deliver high quality, accurate and timely responses, advice and reports to ministers and senior executives.

Key accountabilities

- Identify issues raised in incoming ministerial correspondence, liaise with branches to source information and research material regarding incoming ministerial correspondence and other advice for ministers.
- Ensure incoming briefing requests are properly recorded and processed in departmental systems.
- Clarify requests, share information, and discuss and negotiate deadlines with ministerial staff and Departmental Liaison Officers (DLOs).
- Ensure ministerial correspondence, briefings and other relevant documents are received, properly recorded and processed in departmental systems.
- Develop and maintain effective networks and working relationships with DLOs and departmental staff to source information and ensure ministerial requests are processed within required timeframes.
- Contribute to the development of a strong and effective team culture in the office of the Group Deputy Secretary, Housing and Property.

Key challenges

- Managing the often competing commitments which result from providing services to ministers, ministerial staff and DLOs, and responding to sensitive matters within tight timeframes, having regard to the political environment in which the Department operates.
- Keeping up to date with an extensive range of departmental and Government strategies and announcements, and researching, analysing and evaluating information to ensure consistency, relevance and accuracy of information.
- Developing and maintaining relationships with ministerial staff, DLOs and departmental staff who may be working to tight deadlines and under considerable pressure.

Key relationships

Who	Why
Ministerial	
Ministers' Offices	• Keep abreast of issues affecting the Department and the Ministers' portfolios. • Provide support and assistance to DLOs as required. • Clarify requests, share information, and discuss and negotiate timeframes with ministerial staff and DLOs.
Internal	
Manager PGS Team	• Consult with Manager to determine priorities and discuss projects. • Discuss any issues and confirm when an issue needs to be escalated. • Suggest improvements to systems and work processes in the PGS team
PGS and OGDS staff	• Work collaboratively with other DLO staff to share information and provide support as required.
Other departmental staff	• Liaise with branches for information and advice to be included in ministerial correspondence.

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Who	Why
	• Advise the Department of ministerial requirements and priorities

Role dimensions

Decision making

- Assesses the types of documents being received, how they are registered in departmental systems and whether documents and files are complete, correctly presented and formatted against current standards.
- Makes decisions about when an issue, such as a missed deadline, requires escalation to the Manager.
- Identifies opportunities for systems improvements to improve work processes.

Reporting line

Manager Parliament and Government Services Team

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Understanding of the machinery of government and the procedures required for ministerial correspondence, briefings, parliamentary material and speeches

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	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	**Adept**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Personal Attributes Manage Self	Adept	• 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 a high level of personal motivation

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
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
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 • 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 Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

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