Role Description

Inclusion and Wellbeing Partner

Role Description Fields	Details
Portfolio	Communities & Justice
Department/Agency	Crown Solicitor's Office
Division/Branch/Unit	Corporate Services Division/People & Culture
Role number	50014099
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	223111
PCAT Code	1124992
Date of Approval	August 2024
Agency Website	www.cso.nsw.gov.au

Agency overview

The Crown Solicitor's Office (CSO) is the largest provider of legal services to the NSW Government and its agencies, and the sole provider of legal services in all matters which are regarded as being core to Government functions. The CSO exists to be the NSW Government's most trusted legal advisors. The core aims of the CSO are to deliver high-quality, cost-effective legal services, provide exceptional customer service to the NSW Government and its agencies and foster a culture of continuous improvement in the way we work.

The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Communities and Justice under the *Government Sector Employment Act 2013*. For more information, go to www.cso.nsw.gov.au.

Primary purpose of the role

The Inclusion and Wellbeing Partner has responsibility for the development and implementation of policies, plans, and programs that are designed to support the CSO's diversity, inclusion, and wellbeing strategies, that are aligned with best practices and broader organisational objectives and strategies.

Key accountabilities

- Develop and implement diversity and inclusion policies, plans, strategies and programs that are evidence-based and will create and nurture an inclusive environment that aligns with the CSO's culture and values.
- Provide high quality and timely advice on the integration of diversity, inclusion and wellbeing dimensions into policies, plans, strategies and programs.
- Review, evaluate, and report on the implementation and outcomes of policies, programs and strategies to ensure they are achieving their intended objectives.

- Develop and maintain effective relationships and communication with key internal and external stakeholders, including CSO's employee lead networks, to progress, monitor and support the implementation of priority initiatives relating to diversity and inclusion.

- Maintain current relevant knowledge of government initiatives and priorities, legislation and best practice in relation to diversity, inclusion and work, health and safety.
- Prepare advice, including correspondence or briefs, in response to internal or agency requests for information.
- Collaborate with the Wellbeing, Health & Safety Advisor on wellbeing and inclusion initiatives to ensure a consistent and collaborative approach to wellbeing and inclusion at the CSO.

Key challenges

- Providing considered advice and solutions in a high-work environment, with competing priorities and deadlines.
- Communicating and consulting effectively with a broad range of internal and external stakeholders with diverse needs and viewpoints.

Key relationships

Internal

Who	Why
Director	- Report on and provide advice on diversity, inclusion, and work, health and safety matters - Escalate issues, keep informed, advice and receive instructions
Work team	- Provide day to day direction and support - Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach to wellbeing and inclusion
People & Culture team	- Partner with People & Culture leads to support diversity and inclusion initiatives within the various People & Culture functions
CSO Employee Working Groups	- Coordinate working group activities and drive project outcomes - Provide expert advice on diversity and inclusion matters - Report and provide updates on the progress of various initiates - Consult and collaborate to resolve issues, define mutual interests, and determine strategies to achieve their realisation

External

Who	Why
Other NSW Government Sector agencies	- Develop and maintain effective working relationships - Participate in NSW Government Sector working groups to support policy development and initiatives

Role dimensions

Decision making

Decisions which are made by the role holder include:

- Setting work priorities within agreed parameters and approved work and project plans, organising and managing own workload and allocation of tasks to any staff assisting with projects.
- Decides the format, content and tone of reports, briefs and other work in conjunction with the Director and decides the scope, content and format of information provided to key stakeholders, liaising with the manager when necessary.

Decisions referred to a supervisor include:

- Any that will require or that will result in significant changes to project outcomes or timeframes; those with the potential to escalate or create precedent; matters requiring a higher administrative or financial delegation or submission to a higher level of management.

Reporting line

The role reports to the Director, People & Culture.

Direct reports

Up to two

Budget/Expenditure

Nil

Key knowledge and experience

- Broad diversity, inclusion and WHS knowledge and expertise.
- Sound experience in undertaking all aspects of policy and project work, including research, development, implementation, review, and evaluation.

Essential requirements

- Appropriate tertiary qualifications or equivalent, relevant professional experience and training.

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.
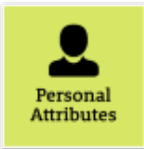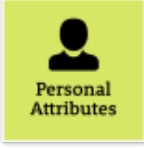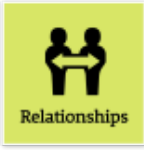
The capabilities are separated into focus capabilities and complementary capabilities

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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Personal Attributes	**Value Diversity and Inclusion** Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	• Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders • Demonstrate cultural sensitivity, and engage with and integrate the views of others • Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and culture in which differences are valued • Recognise and manage bias in interactions and decision making	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced

	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	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

Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept
People Management	**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	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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate