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| **Agency** | Public Service Commission |
| **Location** | Sydney CBD |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Kind of Employment** | Ongoing |
| **ANZSCO Code** | 224412 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 23 June 2014 |
| **Agency Website** | www.psc.nsw.gov.au |

# Agency overview

The Public Service Commission (PSC) is headed by an independent Public Service Commissioner and is a separate agency under the *Government Sector Employment Act 2013* (GSE Act) that supports the Commissioner in the exercise of his/her functions and powers.

 The PSC leads the design, development and implementation of the full range of workforce management strategies - including workforce capability, recruitment and assessment, performance management, and strategic workforce planning - to enhance the effectiveness and efficiency of the NSW public sector workforce.

# Primary purpose of the role

The Senior Advisor contributes to program and policy development initiatives, including their implementation and evaluation, and provides timely, policy advice on matters relating to the public sector workforce.

# Key accountabilities

* Research, analyse and review complex policy issues in relation to the public sector workforce, identifying emerging issues, developing evidence based options, and recommended solutions to resolve problems and mitigate risks.
* Provide timely, expert advice and professional support to government agencies concerning public sector workforce policies, programs, initiatives and issues to enhance the capability of agencies to make well informed decisions.
* Develop issues papers, policy papers, briefs, speeches and correspondence to enable the Commissioner to respond to the Government’s requests or inform the Government’s decisions.
* Undertake quantitative and qualitative research and analysis to support public sector workforce management policy and program development and evaluate implementation outcomes.
* Maintain current knowledge of contemporary trends and developments including organisational development and workforce management practices, legislation, policy and funding initiatives impacting the public sector workforce and identifying and assessing their potential for application in an environment which is subject to rapid change and development.

# Key challenges

* Delivering policy initiatives and projects to the required standards and timeframes, given the need to

rapidly understand and integrate information and adapt in an often changing and unpredictable

environment. Manage the consultation process with sector representatives to optimise acceptance and ease of implementation once a policy or program direction is decided.

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* Operate flexibly, be adaptable and assimilate information quickly.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager/supervisor | * Escalate issues, keep informed, advise and receive instructions. |
| PSC staff | * Consult and collaborate to ensure effective engagement on policy and program development, planning, implementation and review. |
| **External** |  |
| NSW public sector staff | * Consult and collaborate to ensure effective engagement on policy and program development, planning, implementation and review. |
| Third party providers | * Manage relationships through consultation and collaboration to ensure effective engagement and provision of services/products that inform policy and program development, planning, implementation and review. |

# Role dimensions

## Decision making

This role:

* independently manages the day to day workload within agreed work and project plans, takes active ownership of own work, and collaborates with others in the team and across the PSC so that work is delivered within required timeframes and to high standards
* refers to a supervisor decisions requiring or resulting 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

This role reports to a Principal Advisor or to a Senior Executive depending on the nature of project assigned.

## Direct reports

Nil (may be allocated some limited line management responsibilities requiring the supervision and guidance of staff assigned to assist with policy and project initiatives and activities, providing a development opportunity).

## Budget/Expenditure

# The budget allocated to this role will depend on nature of project assigned.

# 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](file:///C:\Users\ELLEANOW\ObjectiveHome\ELLEANOW-sfobjprod.govnet.nsw.gov.au-8008\Objects\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** |
|  | **Display Resilience and Courage** | **Adept** |
| Act with Integrity | Intermediate |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| Commit to Customer Service | Adept |
| Work Collaboratively | Adept |
| **Influence and Negotiate** | **Adept** |
|  | **Deliver Results** | **Adept** |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Intermediate |
| Technology | Intermediate |
| **Procurement and Contract Management** | **Adept** |
| **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 |
| **Relationships**  Communicate Effectively | Adept | Tailor communication to the audience  Clearly explain complex concepts and arguments to individuals and groups  Monitor own and others’ non-verbal cues and adapt where necessary  Create opportunities for others to be heard  Actively listen to others and clarify own understanding  Write fluently in a range of styles and formats |
| **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**  Deliver Results | Adept | Take responsibility for delivering on intended outcomes  Make sure team/unit staff understand expected goals and acknowledge success  Identify resource needs and ensure goals are achieved within budget and deadlines  Identify changed priorities and ensure allocation of resources meets new business needs  Ensure financial implications of changed priorities are explicit and budgeted for  Use own expertise and seek others' expertise to achieve work outcomes |
| **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 options  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 |
| **Business Enablers**  Procurement and Contract Management | Adept | Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management  Develop well written, well structured procurement documentation that clearly sets out the business requirements  Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective  Be aware of procurement and contract management risks, and what actions are expected to mitigate these  Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles  Escalate procurement and contract management issues where require |
| **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 |