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| **Cluster** | Regional NSW |
| **Agency** | Department of Regional NSW |
| **Division/Branch/Unit** | Corporate/ Legal and Governance/ Governance |
| **Location** | TBC |
| **Classification/Grade/Band** | Clerk Grade 11-12 |
| **ANZSCO Code** | 132111 |
| **PCAT Code** | 1221692 |
| **Date of Approval** | June 2020 |
| **Agency Website** | [www.drnsw.nsw.gov.au](http://www.drnsw.nsw.gov.au) |

Agency Overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state’s mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

The Manager Information and Privacy manages the day to day activities of the Information Requests team to deliver Right to Information and Privacy advice and services across the Agency which ensures the Department’s interests are protected while meeting legislative requirements and the expectations of the Government, Ministers, Departmental Executive and the public. This role also assists the Director Governance & Information Requests in the management of Governance related matters such as Public Interest Disclosures, allegations of corruption or misconduct and interactions with the Ombudsman and ICAC.

**Key accountabilities**

* Provide expert and timely policy advice and ensure informed decisions for the release of information are made in accordance with policy and legislative requirements and able to withstand rigorous external scrutiny.
* Contribute to the development of policy and procedures to support the appropriate release of information, ensuring appropriate and transparent processes and systems are in place to effectively manage requests for information while supporting the Department’s interests.
* Ensure personal information is managed in accordance with the requirements of the Privacy & Personal Information Protection Act 1998, and alleged breaches of privacy are fully investigated and addressed.
* Work closely with the Director, in assessing and reviewing requests and orders for the production of documents from the Ombudsman, Independent Commission Against Corruption and Parliament to ensure the required information is provided and potential exposures identified.
* Develop team capabilities, share lessons learnt and support skill development and training initiatives to ensure staff have the breadth and depth of technical knowledge, skills and support to effectively deliver project and planning outcomes.
* Establish and maintain partnerships with internal and external stakeholders, at a senior level, providing advice and information on emerging project issues and presenting recommendations to support project delivery in line with established plans, budgets, timeframes, policy objectives and other project priorities.
* Assists in the management of Governance related investigations, reviews and processes.

Key challenges

* Maintaining knowledge of current legislative, policy and process requirements to inform policy development and provide advice to Executives, managers and staff across a range of specialist areas in GIPA, Privacy and Governance.
* Managing the Information Requests team to ensure a suitable level of service is provided to GIPA applicants, while delivering appropriate and defensible decisions in a complex, high volume work environment.
* Identifying GIPA related information and emerging issues that may be contentious or sensitive, and ensuring these are appropriately flagged to the Director Governance, Information and Privacyfor possible referral or attention of senior officers, including the Secretary, Deputy Secretaries, Director General NSW Department of Primary Industries and Minister/s without compromising the integrity and independence of the decision making and/or investigation process.

Key relationships

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| Who | Why |
| **Internal** |  |
| Director Governance, Information and Privacy | * Report on and discuss current work and any sensitive matters on foot. * Seek advice on current sensitive matters. * Identify contentious issues and emerging risks and exposures in current GIPA and Privacy matters, processes and systems. * Assist as required on Governance investigations and processes. |
| Communication & Engagement | * Advise of sensitive or contentious GIPA applications. * Provide fortnightly report on current GIPA matters. |
| Managers and staff | * Provide accurate and timely advice and support regarding GIPA and requests for information. * Provide information regarding agency and sector wide policies and legislation on GIPA and Privacy. * Ensure compliance with agency and sector policies and legislation. |
| Members of the Governance and Information Requests Unit | * Monitor workflow and potential problems/issues. * Direction and guidance to ensure quality and effective services are delivered. * Discuss work process and methodologies to encourage development of alternative approaches and best practice. |
| **External** |  |
| Ministerial Offices | * Discuss and advise of sensitive or contentious GIPA applications. * Provide fortnightly report on current GIPA matters. |
| Government and other agencies | * Liaise with other Government agencies, including the Information and Privacy Commissioners and the Department of Premier and Cabinet regarding inquiries, appeals and reviews under GIPA and Privacy Legislation. |
| GIPA Applicants and third parties | * Significant consultation and negotiation with GIPA applicants and third parties on requests for information. |

# Role dimensions

## Decision making

## Responsible for decisions on the release of information in response to GIPA applications and managing subsequent review requests – Internal Reviews and appeals to the Information Commissioner and NSW Civil & Administrative Tribunal.

## Prioritises and manages multiple tasks and demands including matters with critical turnaround times.

## Exercises discretion in determining the approach to work undertaken and is responsible for the interpretation and recommendations made in delivering client and departmental outcomes.

## Reporting line

## Director, Governance, Information and Privacy

## Direct reports

## TBC

## Budget/Expenditure

Nil

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Remain composed and calm and act constructively in highly pressured and unpredictable environments  Give frank, honest advice in response to strong contrary views  Accept criticism of own ideas and respond in a thoughtful and considered way  Welcome new challenges and persist in raising and working through novel and difficult issues  Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues | Advanced |
| **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | 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 |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience  Ensure systems are in place to capture customer service insights to improve services  Initiate and develop partnerships with customers to define and evaluate service performance outcomes  Promote and manage alliances within the organisation and across the public, private and community sectors  Liaise with senior stakeholders on key issues and provide expert and influential advice  Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches  Ensure that the organisation’s systems, processes, policies and programs respond to customer needs | Advanced |
|  | **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 |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | 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 |
|  | **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 |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | | Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes  Adjust performance development processes to meet the diverse abilities and needs of individuals and teams  Develop work plans that consider capability, strengths and opportunities for development  Be aware of the influences of bias when managing team members  Seek feedback on own management capabilities and develop strategies to address any gaps  Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way  Monitor and report on team performance in line with established performance development frameworks | Adept |

# 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 | | | | |
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| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
|  | Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Advanced |
| 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 |
|  | 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 | Adept |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
|  | Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Adept |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Adept |