

Role Description

Strategic People & Development Partner



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People & Development, Corporate Services
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	223111
Role Number	Various
PCAT Code	2224692
Date of Approval	November 2024
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities.

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

The Strategic People and Development Partner is responsible for partnering with leaders to provide strategic advice and support on effective workforce planning, people management, organisational design, recruitment, member experience, performance management, talent management, learning and development and policy development and implementation to support the NSW SES to achieve its strategic goals and objectives

The Strategic People and Development Partner effectively builds partnerships with senior leaders, commanders and managers, local and unit commanders and members to deliver learning and capability development throughout the entire member lifecycle, and implementing learning strategies to meet future needs through improved leader and member performance productivity and conduct.

The role requires the development and implementation of People and Development strategies and solutions that achieve business goals and the strategic directions of the agency, within policy, risk and legislative frameworks.

The role also provides leadership, guidance, support, coaching and advice in People and Development activities to enable leaders to develop their teams to perform at their best by building leadership capability.

Key accountabilities

- Review, develop and implement People and Development initiatives that will enable the achievement of agency goals.
- Working collaboratively to provide coaching, advice and training, to ensure the efficient and effective delivery of people-related programs, strategies, frameworks and compliance with policies and procedures.
- Monitor, evaluate and report on the effectiveness of people related programs, strategies, framework and initiatives to inform the Executive on trends and risks, and strategies to increase effectiveness and compliance.
- Exercise professional judgement and implement effective, innovative and practical solutions that address people management risks, resistance and talent gaps in organisational initiatives and changes.
- Establish and maintain internal and external stakeholder relationships through the provision of People and Development advice, whilst ensuring deliverables are being met.
- Collaborate with all units of the People and Development Directorate to ensure NSW SES members (volunteers and staff) receive a best practice experience, advice and assistance on people related matters.
- Maintain in-depth and up to date knowledge of people related legislation, policies and practices, and trends to effect positive member and leader experience.

Key challenges

- Resolving complex and contentious issues and tactfully managing situations and differing viewpoints to achieve positive outcomes.
- Providing high quality people focused strategic advice in an increasingly diverse and complex environment and sector.
- Maintaining an understanding of the importance of volunteers to NSW SES’ delivery of its services, and the unique importance and requirements of volunteers in a geographically diverse structure.
- Managing and guiding multiple projects and change initiatives to successful completion with optimal engagement and commitment from stakeholders

Key relationships

Who	Why
Internal	
Director, People and Development	<ul style="list-style-type: none"> • Receive guidance and direction regarding direction and strategic priorities
Senior Manager Organisational Development, Engagement and Performance	<ul style="list-style-type: none"> • Report on and provide advice on People and Development initiatives and projects • Receive feedback regarding performance and respond in a thoughtful and considered way

Who	Why
People and Development Directorate	<ul style="list-style-type: none"> Develop and maintain effective working relationship to ensure the successful collaboration and delivery of People and Development initiatives across all people functions and services
NSW SES people leaders	<ul style="list-style-type: none"> Provide coaching, advice and support on human resources and industrial relations matters, policy, applicable employee and volunteer legislation, programs and initiatives
External	
External stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships to ensure the successful delivery of various projects

Role dimensions

Decision making

The Strategic People and Development Partner exercises independence and autonomy in day to day matters, including engagement with people leaders, staff and volunteers in determining how to achieve agreed objectives and produces reports, evaluations and recommendations as required, correspondence and briefs and determines the content of advice and information.

The role refers the following matters to the supervisor: decisions that will significantly impact on agreed objectives; major capability issues, risks or conflicts; issues requiring a higher delegated authority (i.e. travel/expenditure approval).

Reporting line

Senior Manager Organisational Development Engagement and Performance.

Direct reports

This position currently does not have direct reports

Budget/Expenditure

Nil

Essential requirements

- Demonstrated problem solving skills, strong attention to detail with the ability to critically analyze complex people issues, take ownership of complex problems, identify creative solutions and see them through to completion.
- Sound interpersonal skills including the ability to establish and influence highly effective working stakeholder relationships at all levels of the agency.
- Understanding or experience in managing complexities associated with working in a volunteer organisation particularly in the leadership and management of volunteers
- Relevant tertiary qualifications in human resources and/or extensive HR experience in a complex operational environment.
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months.
- Experience as a volunteer in a not for profit or government agency highly desirable

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

Capabilities for the role

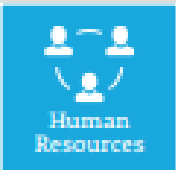
The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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
	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
	Communicate Effectively	Advanced
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Organisational Culture	Level 2

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	<ul style="list-style-type: none"> • 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
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • 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
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Use facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements and be open to compromise Keep discussions focused on the key issues
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate outcomes and adjust future plans accordingly
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> 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
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage Reform and Change	Intermediate	<ul style="list-style-type: none"> • 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 <hr/> <ul style="list-style-type: none"> • Support teams in developing new ways of working and generating innovative ideas to approach challenges • Actively promote change processes to staff and participate in communicating change initiatives across the organisation • Provide guidance, coaching and direction to others who are managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these
Human Resources Organisational Culture	Level 2	<ul style="list-style-type: none"> • Support managers to foster understanding of the relationships between the Employee Value Proposition, organisational culture, employee engagement, and achieving business outcomes. • Advise managers on how to assess their workforce management practices and their team's culture and level of engagement against desired values, ethics and expected behaviours, to establish the basis for future action. • Support managers to create and drive employee engagement initiatives, tailored to their employees' unique needs and motivations. • Facilitate the conditions for employees to do good, innovative work by coaching managers to role model and shape a diverse, inclusive, flexible and collaborative team culture. • Support employees and managers to understand and use proactive, confidential and supportive short-term, solution oriented coaching and advisory services on a wide range of personal and work-related issues. • Develop managers and employees in taking early steps to address and/or report instances of behaviour contrary to organisational values and expectations. • Support managers in identifying potential systemic issues affecting the workplace environment and employee wellbeing and developing and implementing solutions for these issues. • Support managers in taking early steps to address issues that put positive workplace culture at risk.