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| **Cluster/Agency** | Planning, Industry & Environment |
| **Division/Branch/Unit** | Climate Change and Sustainability / NABERS |
| **Location** | Sydney |
| **Classification/Grade/Band** | Environment Officer Class 8 |
| **ANZSCO Code** | TBA |
| **Role Number** | Generic |
| **PCAT Code** | TBA |
| **Date of Approval** | June 2016 |
| **Agency Website** | [www.DPIE.nsw.gov.au](http://www.DPIE.nsw.gov.au) |

# Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

# Primary purpose of the role

Provide technical support to accredited assessors as part of the National Australian Built Environment Rating System (NABERS). Lead the continued development and maintenance of a NABERS tool. Assist in the development of new NABERS tools.

# Key accountabilities

* Manage the operations and processes of the NABERS (including Australian Building Greenhouse Rating Scheme) to assist building owners, managers and tenants to rate the environmental performance of their facilities.
* Undertake level 1 rating audits (desktop), maintain and contribute to the development, revision and amendment of the NABERS rules, rulings, processes and procedures.
* Project manage an individual NABERS tool to maintain its relevance in the market sector, including reviewing and monitoring new technology and market trends, conducting risk assessments, implementing mitigation measures and developing stakeholder engagement strategies.
* Coordinate the development and implementation of projects to deliver outcomes which are successful and timely.
* Conduct necessary research and analysis in support of changes to the tools and seek approval from the National Steering Committee and the Stakeholder Advisory Committee.
* Engage with external stakeholders, such as assessors and the technical working groups, present technical information and canvas stakeholder feedback in a constructive and informative way.

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# Key challenges

* Resolving complex enquiries and providing technical advice to external accredited NABERS assessors and other stakeholders in relation to NABERS policies and procedures, including guidance on the correct interpretation of rules.
* Translating and communicating technical information to a range of audiences including stakeholders, web site programmers, management and NABERS Assessors/Auditors.
* Understanding the complexities of impacting issues in an operational context, developing and recommending innovative solutions and escalating issues when required.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | Receives guidance, provides advice and exchanges information |
| Internal Stakeholders | Exchanges information and liaises with officers from a wide range of government and non-government organisations |
| **External** |  |
| Stakeholders | Establishes and maintain cooperative and productive working relationships with key internal and external contacts to ensure that work undertaken is consistent with the needs and directions of OEH and the community  Communicates within and between program areas ensuring that external communication channels are appropriate, efficient and effective. |
| Customer/clients | Address queries, and maintain and develop relationships |

# Role dimensions

## Decision making

The Technical Officer NABERS generally sets priorities within the parameters and direction of the work program agreed with the manager, and maintains some independence developing a suitable approach in managing the allocated NABERS tool and projects. The position provides technical expertise and input to projects and programs undertaken across the Commercial Unit including development of technical rulings, reports; contribute to awareness and discussion of current and emerging sustainable building practices to support decision making and the continued improvement of OEH programs, systems and services; and contributing to training materials for the allocated NABERS tool.

## Reporting line

Reports to the NABERS Technical Team Leader

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* Understanding of the workings of government with exposure to the complexities of the environmental debate, in particular, ecologically sustainable building development principles.
* Knowledge of relevant environmental legislation, especially the NABERS programs and experience in applying environmental protection principles and practices to the built environment.
* Demonstrated knowledge of technical issues related to sustainable practices in the built environment with demonstrated ability to critically review and advise on technical documentation.
* Proven project management skills including the demonstrated ability to deliver agreed outcomes, and demonstrated time management and organisational skills, with proven ability to prioritise competing demands.

# 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:///\\DNS-323\Volume_1\Clients\2014\Folk\PSC\v16_12March2014\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** | **Intermediate** |
| Act with Integrity | Intermediate |
| Manage Self | Intermediate |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Adept** |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Intermediate |
|  | Deliver Results | Intermediate |
| Plan and Prioritise | Adept |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Foundational |
| 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 | Intermediate | Be flexible and adaptable and respond quickly when situations change  Offer own opinion and raise challenging issues  Listen when ideas are challenged and respond in a reasonable way  Work through challenges  Stay calm and focused in the face of 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**  Commit to Customer Service | Intermediate | Support a culture of quality customer service in the organisation  Demonstrate a thorough knowledge of the services provided and relay to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Co-operate across work areas to improve outcomes for customers |
| **Results**  Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidence  Identify issues that may hinder completion of tasks and find appropriate solutions  Be willing to seek out input from others and share own ideas to achieve best outcomes  Identify ways to improve systems or processes which are used by the team/unit |
| **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 |