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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Housing Taskforce** |
| **Location** | **Sydney** |
| **Classification/Grade/Band** | **Planning Officer (Professional) 1B** |
| **Role Number** | **TBA** |
| **ANZSCO Code** | **232611** |
| **PCAT Code** | **1111192** |
| **Date of Approval** | **November 2024** |
| **Agency Website** | [**https://www.nsw.gov.au/departments-and-agencies/department-o**](http://www.dpie.nsw.gov.au)**f-planning-housing-and-infrastructure** |

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

The Housing Taskforce (the Taskforce) has been established to drive urgent whole of government action to expedite the determination of housing development applications and address impediments to post consent requirements to deliver housing completions.

Purpose of the role

The role will support the development of policy and processes to support the operation of the Taskforce.

Key accountabilities

* Undertake project planning and implementation to assist policy development, program implementation and service delivery.
* Provide advice and prepare timely reports, discussion papers, briefs and submissions to support decision making and contribute to the development of policies and initiatives.
* Undertake qualitative and quantitative research and analysis to assist understanding of policy impacts and delivery of desired policy outcomes, and support policy and program development.
* Contribute to policies that balance complex and multiple issues and conflicting stakeholder needs and interests with service delivery impacts
* Identify and evaluate key issues and formulate options and recommendations to inform policy and regulatory needs and changes.
* Provide policy and procedure advice to staff and managers to assist enhance consistent policy and quality service delivery
* Supportthe Manager and senior team members to build and develop internal and external networks to ensure the effective development and management of the policy program.
* Assist in targeted system improvements to streamline agency interactions with the planning system.

Key challenges

* Working in a “start up” environment where change is constant
* Undertake a diverse range of tasks in an environment of competing priorities and timeframes
* Assimilate information quickly and translate complex, technical information into easy to understand, plain English, briefings, reports and communication material.

Key relationships

Internal

| Who | Why |
| --- | --- |
| Team Leader and Director | * Receive instructions and provide support as required * Provide advice regarding policy development and review * Provide regular updates on projects, issues and priorities * Inform of, and escalate, emerging or sensitive issues * Supportwith stakeholder networks and events * Contributeto development and implementation of the team work program * Contribute to the development and maintenance of team systems, policies and procedures. |
| Department business units including assessment and compliance teams, legal services, the communications and engagement team, and regional teams | * Build effective partnerships and communication networks * Provide policy advice and solutions to policy issues * Liaise to seek and consider all views and resolve issues. |
| Team members | * Collaborate to share information and solve identified issues and problems * Participate in team meetings and contribute ideas to improve program, policy, service delivery and work outcomes. |

**External**

| Who | Why |
| --- | --- |
| Commonwealth, State and Local Government agencies | * Establish and maintain relationships and communication networks * Liaise to seek and consider all views and provide policy advice * Represent the Department at community and stakeholder events * Promote and encourage participation in the policy process. |

# Role dimensions

## Decision making

The Planning Policy Officer:

* receives advice and guidance from the Manager but has responsibility for setting and organising their own work priorities within the overall agreed work program
* manages small to medium size projects within project scope, budget, quality standards and timeframes

prepares reports, submissions, briefing notes and correspondence for review by the Manager

* is required to comply with applicable legislation, policies and administrative frameworks

## Reporting line

The Planning Policy Officer reports to the Manager.

## Direct reports

Nil

## Budget/expenditure

Nil

Key knowledge and experience

* Knowledge of planning legislation, statutory requirements, and policies applying to planning processes

Essential requirements

* Degree in planning, law, environmental management, engineering or other relevant discipline.

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** |
| --- | --- | --- | --- |
| personal-attributes | **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  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| relationships | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiences  Clearly explain complex concepts and arguments to individuals and groups  Create opportunities for others to be heard, listen attentively and encourage them to express their views  Share information across teams and units to enable informed decision making  Write fluently in plain English and in a range of styles and formats  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | Intermediate |
| results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| results | **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 | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | 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.

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| 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 | Foundational |
| 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 | Foundational |