

Role Description

Manager Aboriginal Outcomes



Role Description Fields	Details
Cluster	Regional NSW
Department/Agency	Department of Regional NSW
Division/Branch/Unit	Northern Rivers Reconstruction Corporation (NRRC)
Role number	
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	139999
PCAT Code	1119192
Date of Approval	07 July 2022
Agency Website	www.nsw.gov.au/regional-nsw

Agency overview

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

The Northern Rivers Reconstruction Corporation (NRRC) is a development corporation established following the 2022 floods across the Lismore and Northern Rivers region of NSW. The NRRC manages the rebuilding of these communities by coordinating planning, rebuilding and construction work across multiple government agencies. The NRRC works with the Northern Rivers Administrative Corporation in the following local government areas: Ballina; Byron, Clarence Valley; Lismore; Richmond Valley; Tweed, and Kyogle.

The NRRC operates as a 'front door to government' for all reconstruction and development activities in the Northern Rivers. It will set and implement reconstruction priorities in the region and work with government agencies and departments to deliver those priorities quickly.

Primary purpose of the role

The Manager Aboriginal Outcomes supports the Director Industry, Economic Recovery and Aboriginal Engagement to successfully deliver on Aboriginal Outcomes enabling Northern Rivers business and industries targeting Aboriginal people and communities. This role is accountable for building and maintaining strong program structures, evaluation and reporting through collaboration and partnerships with regional Aboriginal businesses and organisations. The role works in partnership with Aboriginal businesses and organisations as a trusted advisor to deliver initiatives that increase economic participation, business growth and development, land activation, employment, improved skills and employability for Aboriginal people in the Northern Rivers region NSW.

Key accountabilities

- Lead the development of programs and strategies to improve Aboriginal engagement across the Northern Rivers region reconstruction efforts
- Work with local Aboriginal business and community representatives to co-design solutions in response to NSW Government programs to increase economic participation, grow employment, improve skills and employability and improve services for Aboriginal people in regional NSW
- Work with colleagues to provide a team approach to the successful development and implementation of regional projects, strategies and initiatives that support Aboriginal economic opportunity.
- Provide timely and expert advice and prepare reports and briefs for the Director and Senior Management to inform strategic decision making and advise on strategies to effectively engage Aboriginal communities in the development of new policies and programs.
- Work with policy and data analysts, human services providers (including health and education), and Aboriginal people to design innovative approaches to service delivery that meet the needs of Aboriginal people.
- Lead the innovative design and development of opportunities to grow the capacity and capabilities of Aboriginal organisations and businesses.
- Participate in and provide advice to departmental or industry working groups and committees to address identified capability gaps and barriers to Aboriginal participation, engagement and outcomes
- Participate in and provide advice to departmental or industry working groups and committees to address identified capability gaps and barriers to Aboriginal participation and procurement opportunities
- Maintain effective stakeholder relationships to deliver key Aboriginal outcomes and represent Aboriginal matters of interest on interdepartmental committees relevant to the structure and performance of Aboriginal outcomes.

Key challenges

- Managing multiple economic development projects which may require the resolution of complex cultural issues and processes.
- Achieving effective links between Aboriginal communities and businesses in regional NSW and the centre of government to enable Aboriginal business development needs to be understood when geographical distance often reduces face to face interaction and limits the opportunities to build relationships and trust.
- Ensuring Aboriginal participation is maximised in key government infrastructure projects.

Key relationships

Internal

Who	Why
Director, Industry, Economic Recovery and Aboriginal Engagement	<ul style="list-style-type: none">• Receive guidance and direction on tasks including priorities• Discuss work allocated, providing updates on key issues and progress• Report on activities; provide expert advice; and to negotiate approaches to major issues.• Escalate issues as appropriate• Provide advice on emerging issues
Other Groups within the Cluster	<ul style="list-style-type: none">• Coordinate, manage and provide advice on whole of government and national imperatives• Share knowledge; coordinate activities; and ensure an effective cross-functional approach to developing policy solutions, educational programs and program reviews.

Team	<ul style="list-style-type: none"> • Provide direction and manage performance • Inspire and motivate team • Provide information and advice about unit objectives, policies and procedures and how best to apply these • Drive effective and efficient service delivery and stakeholder engagement to meet program objectives
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External

Who	Why
Local, State and Australian agencies/Industry and other stakeholders	<ul style="list-style-type: none"> • Build relationships and facilitate identification and management of issues • Develop whole of government approaches on priority issues • Represent NSW policies and interests; and to promote, support and coordinate Branch activities. • Maintain networks and partnerships; present and test policy proposals; build ownership and capacity; and to better understand different perspectives on critical issues and attend key industry meetings as required.

Role dimensions

Decision making

The role:

- Consults with other senior managers, directors and team members regarding decisions that may require significant change to policy outcomes or project timeframes or are likely to escalate or create a significant or contentious issue precedent
- Submits reports, analyses, briefings and other forms of written advice in final form with minimal input required from supervisor.
- Operates with a high degree of autonomy to achieve the primary purpose of this role

Reporting line

Director, Industry, Economic Recovery and Aboriginal Engagement

Direct reports

This role has 1 direct report

Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable Departmental delegation

Capabilities for the role

The [NSW public sector 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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<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 	Advanced



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge 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
- Cooperate across work areas to improve outcomes for customers

Intermediate



Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Influence others with a fair and considered approach and present persuasive counter-arguments
- Work towards mutually beneficial 'win-win' outcomes
- Show sensitivity and understanding in resolving acute and complex conflicts and differences
- Identify key stakeholders and gain their support in advance
- Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
- Anticipate and minimise conflict within the organisation and with external stakeholders

Advanced



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- 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

Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



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.

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	Advanced
 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	Advanced
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 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	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept