Role Description
Senior Community Liaison Officer

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Customer Services/Public Affairs and Engagement/Community Engagement
Location	Sydney CBD
Classification/Grade/Band	Grade 7
Role Number	51015363
ANZSCO Code	225311
PCAT Code	1111492
Date of Approval	June 2019
Agency Website	www.transport.nsw.gov.au

Agency overview

Transport for NSW is the centre piece of a reshaped transport cluster. It is responsible for setting the delivery and management of large scale complex multiple projects within a program within clearly defined scope, quality, time and cost constraints.

Primary purpose of the role

This role supports the Community Engagement Manager to manage all communications required for the Corridor Preservation program and to support the division's strategic direction and key initiatives.

Key accountabilities

- Identify and assist in the management of project risks, opportunities, or issues, and assist in the development of strategies to address these. Respond to enquiries/complaints, acknowledging the importance of accurate and consistent information.
- Provide advice to the Senior Manager and/or Manager in the development of communications material and engagement plans as required.
- Develop collateral to support project announcements
- Support the Senior Manager and/or Manager to manage project-specific Community Liaison Groups where required, and to build and maintain key relationships with stakeholders relevant to each project.
- Support the Senior Manager and/or Manager to coordinate the community and stakeholder consultation activities of various corridor programs including assisting with the management of public consultation and exhibition, and assisting with the management of relevant project contractors including compliance with the contract deed and conditions of approval.
- Provide support to specific project work streams within the communications division and provide advice on community and stakeholder relations

- Build and maintain good relationships with other functional areas and external agencies, including contractors as required.
- Monitor and respond to project/s issues as they arise, including any requests from senior managers within the communications branch.
- Assist in the development of advice as required, including assistance in the preparation of ministerial responses, responses to parliamentary questions, briefing notes and/or other reports. Write and coordinate the project/s preparation, production and release of public information, including newsletters, construction updates, corporate brochures, presentation materials, media releases and articles, website, community and stakeholder correspondence and relevant briefing materials.

Key challenges

- Ensuring that customer outcomes are at the centre of what is delivered by Transport for NSW.
- Establishing an effective project communications platform in line with stakeholder and organisational requirements that is flexible, responsive to change as issues arise and can be targeted/matched to the level, nature and type of audience for each type of communication.
- Keeping up to date with project progress and maintaining awareness of community issues and concerns to develop proactive communications and thereby reduce the likelihood of issues arising.

Key relationships

Who	Why
Internal	
Key internal / external stakeholders	• This role will be required to interface on a regular basis with other divisions of Transport for NSW, as well as operating agencies such as Sydney Trains, NSW Trains, State Transit Authority and Roads and Maritime Services and other government agencies.
Project Managers/Directors	• Provide support to ensure community engagement contributes to the success of the project. • Escalate issues, keep informed and manage priorities.
Manager	• Provide regular updates on key projects, issues and priorities. • Participate in meetings to represent work group perspective and share information.
Project delivery/construction contractors	• Manage contractor delivery of Transport for NSW community engagement and regulatory requirements.
External	
Community	• This role will be required to interface on a regular basis with members of the community, businesses and transport customers.

Role dimensions

Decision making

As per the delegation level of the role.

Reporting line

Community Engagement Manager

Direct reports

None

Budget/Expenditure

None

Essential requirements

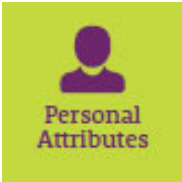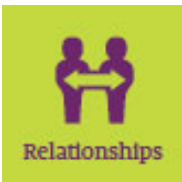Tertiary qualifications in a relevant discipline, or equivalent experience.

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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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**
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**

Occupation / profession specific capabilities		
Capability Set	**Category and Sub-category**	**Level and Code**

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	• Be flexible show initiative and respond quickly • Give frank and honest feedback / advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and other non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding
Relationships Work Collaboratively	Intermediate	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		of options
		• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness
		• Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions
		• Understand project goals, steps to be undertaken and expected outcomes
		• Prepare accurate documentation to support cost or resource estimates
		• Participate and contribute to reviews of progress, outcomes and future improvements
		• Identify and escalate any possible variance from project plans

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-category	**Level and Code**	**Level Descriptions**