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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Housing Taskforce** |
| **Location** | **Parramatta** |
| **Classification/Grade/Band** | **PO (Professional) Level 2** |
| **ANZSCO Code** | **224412** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **November 2024** |
| **Agency Website** | **https://www.nsw.gov.au/departments-and-agencies/department-of-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.

Primary purpose of the role

# The Senior Planning Officer develops, delivers and evaluates planning and/or policy projects. This includes the facilitation of policy initiatives and reforms that contribute to the Department’s planned outcomes and broader Government planning system objectives. The role also develops advice regarding current and emerging issues to guide policy development.

# Key accountabilities

* Manage and coordinate allocated policy development, implementation and review projects and initiatives to contribute to improved policy directions and outcomes
* Contribute to evidence-based analysis and reporting to support strategic decision making and to identify opportunities for development and implementation of new, innovative or standardised approaches, practices, templates, policies, solutions and initiatives to support Taskforce outcomes.
* Undertake qualitative and quantitative research and analysis to evaluate issues and formulate evidence based options and recommendations to support policy and program development and implementation.
* Develop policy and contribute to ongoing policy monitoring and evaluation to assess the impacts of policy and enhance consistent policy execution and quality service delivery.
* Build and maintain partnerships with internal and external stakeholders to enhance engagement, consultation and negotiation on policy work.
* Review correspondence, prepare briefing notes and other written documents in a timely manner to respond to community, Executive and Ministerial requests.
* Manage work performed by external contractors and consultants to achieve project objectives.

Key challenges

* Working in a “start up” environment where change is constant to deliver quality work in a high-volume environment with competing priorities and tight timeframes
* Providing considered policy advice and solutions across a wide range of issues and translate complex technical information into plain English policy, reports and correspondence
* Balancing the interests of diverse stakeholders for whom policy impacts are most critical.

Key relationships

Internal

| Who | Why |
| --- | --- |
| Manager and Director | * Receive instructions and deliver work program * Provide analysis, advice and recommendations regarding allocated policy projects * Escalate and advise of major, new or emerging issues * Contribute to development and implementation of team work program. |
| Department business units including assessment teams, legal services and regional teams | * Build effective partnerships and communication networks * Provide advice, input and specialist policy and practice knowledge * Engage, consult and negotiate to deliver informed and consistent policy review, development and implementation * Liaise to obtain feedback regarding policy issues and directions, and to resolve and provide solutions. |
| Branch members | * Share information and expertise, and assist to mentor and coach * Collaborate to 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 | * Develop and maintain effective relationships and communication networks * Provide advice, share policy information and respond to issues * Represent the Department at community and stakeholder events. |
| Contractors and consultants | * Monitor work performed and progress against agreed milestones and outcomes. |

# Role dimensions

## Decision making

The role:

* receives advice and guidance from the Manager or Director but has responsibility for setting and organising own work priorities within the overall agreed work program
* works independently with limited supervision as well as making a contribution as part of the team
* delivers work within project scope, budget, timeframes and to quality standards
* prepares reports, submissions, briefing notes and correspondence for review by the Senior Manager and approval by the Director
* complies with applicable legislation, policies and administrative frameworks
* may supervise Policy Officers and oversee the work of contractors and consultants for specific projects, to ensure delivery within project scope requirements

## Reporting line

The role reports to a Manager.

## Direct reports

Nil

## Budget/expenditure

Nil

Key knowledge and experience

* Sound working knowledge of planning legislation, statutory requirements, and policies applying to planning processes.
* Demonstrated understanding of New South Wales government processes and policy making.

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 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 |
| 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 | 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 |

## 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 | Adept |
| 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 | Adept |
| 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 | Intermediate |
| business-enablers | Technology | Understand and use availablRAe 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 | Intermediate |