

Role Description

Senior Stakeholder Relations Officer



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Water/ Regional Water Strategies
Location	Negotiable
Classification/Grade/Band	Grade 9/10
Role Family	Bespoke/ Communications & Engagement/ Deliver
ANZSCO Code	225311
PCAT Code	1119192
Date of Approval	2016 (updated July 2019)
Agency Website	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

The Senior Stakeholder Relations Officer supports, enables and advises the Regional Water Strategies teams and Executive in the engagement of stakeholders across NSW in relation to the development and implementation of the Regional Water strategies. The role will develop and implement stakeholder engagement strategies (both regional and Statewide), undertake and implement stakeholder engagement planning, develop effective communication materials and engage with stakeholders.

Key accountabilities

- Develop and manage an internal and external stakeholder engagement strategy and plans and facilitate their integration into the development of Regional Water strategies
- Support the implementation of the stakeholder engagement plans including the planning and execution of stakeholder events, correspondence, creation of appropriate documentation and the recording and analysis of feedback
- Coordinate and develop a communications program in support of the Regional Water strategy teams to deliver improved stakeholder engagement and customer service to enhance communication with key stakeholders and water users
- Assist teams to develop communications material that is simple and fit-for-purpose
- Assist in the preparation of written briefings, reports, submissions and correspondence to a State and National audience, as well as Ministerial briefing papers and correspondence, presenting Crown Lands & Water and the department's position on a range of programs and initiatives

- Contribute to the development of innovative communications web-based and social media platforms

Key challenges

- Delivering Stakeholder engagement planning and undertaking stakeholder engagement to tight deadlines while balancing competing demands to deliver a range of project, administrative and secretariat communication deliverables, with multiple stakeholders from across the NSW Government.
- Using discretion and good judgement to deal with complex and sensitive issues, liaising effectively with committees and working groups when formulating communication initiatives.
- Maintaining a thorough and current understanding of issues that may impact on the Regional Water Strategies and NSW Government direction.

Key relationships

Who	Why
Internal	
Program Manager – Regional Water Strategies	<ul style="list-style-type: none"> • Work collaboratively with, receive guidance from and provide regular updates on key community engagement initiatives, events, issues and priorities
PMO and Regional Water Strategies teams	<ul style="list-style-type: none"> • Work collaboratively with team members to achieve common goals, inform a multi-disciplinary approach to communications and community engagement strategies
Regional Water strategies Executive and managers	<ul style="list-style-type: none"> • Collaborating on strategy development for stakeholder communications material and coordinated engagement, submission of briefs and advice, and management of significant projects and/or issues. • Liaise with Regional Water Strategies management to provide advice on an integrated communications and stakeholder management strategy, planning and delivery
Communication and Stakeholder Engagement team	<ul style="list-style-type: none"> • Coordinate messaging and activities through DPIE Communications and Stakeholder Engagement to ensure consistency with the DPIE objectives, strategies and communication activities
External	
Multiple inter agency and inter jurisdictional working groups	<ul style="list-style-type: none"> • Associated with meeting organisation and coordinating information flow. • Developing responses on behalf of working groups ensuring consistency and accuracy of communications and alignment with advice of any relevant committees and working groups. • Communicating outcomes associated with Government decisions with regard to industry reforms to the general public by contributing to media releases, web content and publications.
Government agencies and local government, and other stakeholders	<ul style="list-style-type: none"> • Consistently and appropriately partnering and providing advice with regard to NSW Government direction for consistent messaging regarding strategic plan development, stakeholder engagement and program implementation, to engender support and provide clear

Role dimensions

Decision making

- Makes day to day decisions regarding tasks in accordance with agreed actions and identified outcomes.
- Deals with confidential, sensitive and/or contentious matters.
- Advises management and teams on effective and efficient stakeholder engagement approaches
- Builds networks throughout the department and with cluster and government entities.

Reporting line

Program Manager – Regional Water Strategies

Direct reports

Nil

Budget/Expenditure

Nil





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

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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

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	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change 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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • 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 Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • 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

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Participate and contribute to reviews of progress, outcomes and future improvements• Identify and escalate any possible variance from project plans