

Role Description

Senior Team Leader, Compliance and Regulation



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry and Environment
Division/Branch/Unit	Biodiversity Conservation Science
Role number	Generic
Classification/Grade/Band	Environment Officer Class 12
ANZSCO Code	111919
PCAT Code	2234311
Date of Approval	09 May 2017 (updated November 2020)
Agency Website	https://www.dpie.nsw.gov.au

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. 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 seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

The Senior Team Leader, Compliance and Regulation is responsible for leading the strategy and operations for a regional compliance team that is responsible for investigation and enforcement at a local regional level, and regional delivery of statewide audit and strategic response programs, and issuing of statutory instruments.

Key accountabilities

- Coach, manage and mentor a team of regionally based compliance staff to plan, deliver, monitor and report on credible, robust operational investigation, enforcement, audit and strategic response programs in the region including issuing of statutory instruments, in accordance with statewide DPIE priorities, policies and procedures.
- Participate in processes to identify and define statewide compliance priorities for statewide audit and strategic response programs, co-ordinate regional resources to contribute to these audit and strategic response programs, and clearly communicate these programs to regional staff.
- Participate in processes to review and improve DPIE compliance policies and procedures including and work health and safety policies and procedures for compliance, and clearly communicate and monitor the implementation of these policy and procedures in a regional compliance team.
- Prepare accurate and timely written reports, submissions, briefing notes and ministerial correspondence on a range of regional compliance issues.

- Lead interaction and negotiation with stakeholders in relation to regional compliance matters, to ensure stakeholders are aware of DPIE role, what the legislation requires, to assist the community to comply, and to enforce the legislation where necessary.
- Represent DPIE on a range of forums to influence and provide advice on operational activities ensuring consistency with government policy and legislative requirements.
- Lead the team in managing work health and safety to protect workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work.

Key challenges

- Potential dealings with hostile stakeholders who are impacted by compliance and audit programs.
- Ensuring regional teams are aware of, understand and constructively contribute to statewide compliance program development and implementation.
- Exercise judgement, discretion and confidentiality when representing the DPIE in a range of forums.

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> • Receive guidance and support and exchange information.
Staff/Direct Team	<ul style="list-style-type: none"> • Provide guidance, support, exchange information and facilitate their professional development
Other Staff	<ul style="list-style-type: none"> • Work constructively and collaboratively to contribute to achieving business outcomes • Represent on a range of forums to influence and provide expert advice on operational activities ensuring consistency with government policy and legislative requirements
Customers/Clients	<ul style="list-style-type: none"> • Address queries and/or redirect to relevant party for review and resolution
External	
External Stakeholders	<ul style="list-style-type: none"> • Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives • Develop and maintain effective working relationships with the business community, non-government organisations, and government stakeholders in the region to ensure their involvement and engagement in developing forward looking and dynamic programs and practices
Members of the public/community	<ul style="list-style-type: none"> • Negotiate with, and provide regulatory and compliance advice

Role dimensions

Decision making

The role is expected to operate with a significant degree of autonomy, it makes day to day decisions relating to work priorities and workload management, for themselves and any direct reports. The role is accountable for the quality, integrity and accuracy of advice provided. The role exercises delegated authority consistent with DPIE policy and under a range of NSW Acts and other State and Commonwealth legislations. The role influences and negotiates with key internal and external stakeholders regarding environmental performance

and the adoption of effective environmental management practices. The role ensures regional delivery of statewide audit and strategic compliance activities.

Reporting line

The role reports to the Director.

Direct reports

Direct reports range from 3 to 6 and may consist of the following types of roles:

Senior Program Officers, Compliance Services

Program Officers, Compliance Services

Team Leaders, Compliance and Regulation

Compliance and Regulation Officers

Project Officers

Budget/Expenditure

Nil

Key knowledge and experience

Superior knowledge of the operational and strategic requirements to implement complex compliance and governance programs, audits and investigations in the context of current policy and legislative frameworks.

Demonstrated experience in a compliance and governance role.

Demonstrated experience developing, implementing and monitoring operational plans and experience in providing direction to, and gaining cooperation of, multidisciplinary, geographically dispersed teams in a service environment.

Demonstrated knowledge of relevant environmental and conservation legislation, policies and reforms and of the 'machinery' of government including protocols, policies, processes and procedures.

Essential requirements

Current Class C Driver's Licence.

Criminal History Check is a requirement of this role as it carries a high degree of decision making, and requires a significant level of integrity when conducting regulatory and compliance activities.

Hold ISO 19011 auditor certification or similar, or have capacity to obtain such certification within 3 months of commencement in this role.

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
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
 Relationships	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 	Advanced


		and in a range of styles and formats	
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • 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 	Advanced




		services, policies and programs against clear criteria	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> 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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced

	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate