

Role Description

Environment and Release Manager

Agency	NSW Electoral Commission
Division/Branch/Unit	Information Services, Business Systems Unit
Location	Sydney, NSW
Classification/Grade/Band	Clerk Grade 11/12
Date of Approval	14 April 2023
Agency Website	elections.nsw.gov.au
Position Code	tba

Agency overview

The New South Wales Electoral Commission exists to deliver trusted and independent systems, processes, oversight and engagement that support democracy in New South Wales.

Our vision is to maintain confidence in the integrity of the democratic process and make it easy for people to understand and participate.

Our work includes:

- running elections
- communicating with and engaging the public
- providing trusted processes for political participants (including candidates, parties, donors, third-party campaigners, lobbyists and associated entities) to comply with their legal obligations, and regulating their compliance
- supporting transparency by overseeing and publishing disclosures of political donations and expenditure and registers of political parties, candidates, agents, third-party campaigners, political lobbyists and associated entities; advising on and advocating for improvements to legislation
- investigating possible offences and enforcing electoral laws.

The NSWEC staff agency is headed by the NSW Electoral Commissioner, who also sits on the three-member NSW Electoral Commission, which enforces electoral legislation.

Our four Divisions - Elections, Funding Disclosure and Compliance, Information Services and Corporate - collaborate closely, to enable us to deliver end-to-end democratic processes and effective engagement with our stakeholders and audiences.

Our strong and positive working culture is reflected in our organisational behaviours - Collaborative, Customer-centred; Solution focused, Transparent and Responsive - and anchored in the NSW Public Service values of Integrity, Trust, Service and Accountability.

Primary purpose of the role

The Environment and Release Manager is responsible for establishing and overseeing release and environment management processes, and allocating environments and release windows across teams and projects. This role works closely with technical team leads, project managers, IT infrastructure and others,

including third-party suppliers, to plan and coordinate all activities related to provisioning environments and managing releases. The Environment and Release Manager is a critical role in ensuring the optimal use of environments, including their configuration and integrity.

Key accountabilities

- Develop, implement, and maintain the frameworks, tools and processes for release management in the NSW Electoral Commission. This includes scheduling, coordinating, and managing releases for multiple applications across various projects and business streams.
- Establish and maintain an organisation-wide release calendar containing environment booking requests overlaid with data requirements.
- Develop and maintain organisation-wide release schedules, balancing technical dependencies and business requirements negotiate and influence system owners or project teams, scheduling and preparing required environments, and managing stakeholder expectations.
- Provide expert advice in environment and release management as part of the Change Advisory Board (CAB) to ensure environment and release planning is appropriately factored into upcoming changes.
- Maintain a release repository, and ensure release notes and deployment run sheets are consistently prepared and followed to appropriate standards.
- Collaborate with technical teams to carefully plan and sequence the implementation steps.
- Manage and continuously improve CI/CD pipelines, release, and environment automation tools.

Key challenges

- Establishing consistent environment and release management standards and processes, working across a broad range of stakeholders, concurrent projects and competing priorities.
- Fostering a culture of effective communication and collaboration across multiple business system owners, project managers and development teams (internal and external) with competing priorities, to ensure environments are stable and software releases are timely and reliable.
- Ensuring environment and release plans and release calendars are maintained and readily accessible to all stakeholders and project teams, to support efficient early planning as well as a capacity to manage late changes.

Key relationships

Who	Why
Internal	
Director, Business Systems	<ul style="list-style-type: none">• Receive guidance and feedback on strategy, business issues and performance in the role• Provide advice and recommendations on issues, risks, priorities, and results related to environment and release management
Technical Release Leads	<ul style="list-style-type: none">○ Provide leadership, guidance, and feedback to manage performance, develop team members and deliver agreed outcomes
Information Services team	<ul style="list-style-type: none">• Collaborate to ensure alignment and integration with other IS plans, controls and practices• Support to manage team workload and achieve team objectives

Who	Why
Internal clients (system owners, project manager, EPMO team)	<ul style="list-style-type: none"> Consult with and provide advice to understand and resolve release and environment related issues and ensure alignment of systems to organisational goals. Educate and raise awareness of environment and release management frameworks, standards, tools and processes.

Role dimensions

Decision making

The Environment and Release Manager is responsible for defining release and environment management strategies, processes and standards. The role is also responsible for decisions relating to the day-to-day operations of their team including environment and release planning for specific initiatives, resource allocation, performance management, staff development and service standards. Decisions are made in the context of business requirements and priorities, divisional strategy and industry standards. Guidance is sought from the Director, Business Systems in relation to highly sensitive or complex issues, in situations where a whole of branch approach is required or when risks have been identified.

Reporting line

Director, Business Systems

Direct reports

2 direct reports

Budget/Expenditure

NIL

Essential requirements

- Relevant tertiary qualification.
- Prior experience with Azure DevOps, Azure AD, and GitHub or similar code repositories and automated build and release pipelines.
- Excellent communication and interpersonal skills to work collaboratively with technical and business stakeholders.
- Strong organisational and problem-solving skills with the ability to manage multiple releases and priorities simultaneously.
- Knowledge of release and environment management processes, including the ability to establish and maintain them.
- Previous experience in establishing an environment and release management role.
- Experience in coordinating and managing releases for multiple applications across various portfolios.
- Politically neutral with no affiliation to political parties or lobbyists/campaigners.
- Satisfactory Criminal Record check result.

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

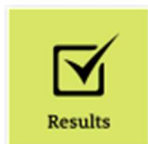
Focus capabilities

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • 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



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the links between the business unit, organisation and the whole-of-government agenda
- Ensure business plan goals are clear and appropriate and include contingency provisions
- Monitor the progress of initiatives and make necessary adjustments
- Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately
- Consider the implications of a wide range of complex issues and shift business priorities when necessary
- Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning

Advanced

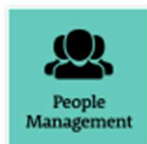


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Advanced



Manage Reform and Change

Support, promote and champion change, and assist others to engage with change









- Clarify the purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty
- Assist others to address emerging challenges and risks and generate support for change initiatives
- Translate change initiatives into practical strategies and explain these to staff, and their role in implementing them
- Implement structured change management processes to identify and develop responses to cultural barriers







Advanced

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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	Adept
	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	Intermediate
	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	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