|  |  |
| --- | --- |
| **Cluster** | Premier and Cabinet |
| **Agency** | Department of Premier and Cabinet |
| **Division/Branch/Unit** | People and Operations Group/Employee Relations Branch |
| **Role number** | TBC |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **ANZSCO Code** | TBC |
| **PCAT Code** | TBC |
| **Date of Approval** | June 2021 |
| **Agency Website** | www.dpc.nsw.gov.au |

Agency overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

Working with us will give you a broad overview in areas such as public policy formulation, public administration and state administrative matters and an opportunity to be involved in a range of state-wide policies, issues and projects.

For more information go to <http://www.dpc.nsw.gov.au/about/about_the_department>

Primary purpose of the role

Undertake company and industry research to support and inform proactive/targeted compliance strategies, projects and initiatives. Provide guidance to assist in the determination of compliance targets and conduct basic research to identify relevant regulatory instruments.

Key accountabilities

* Undertake basic research and analysis of a range of information to support and inform Compliance strategies, projects and priority setting.
* Monitor media and other sources to ensure currency of information used to prioritise and pursue strategic audit activities.
* Prepare regular reports on ER compliance in NSW to inform Management within Employee Relations of key developments and opportunities.
* Develop and maintain relationships with internal and external stakeholders, such as NSW government agencies, industry associations, and academic institutions, to source and support analysis of data and information to assist in the provision of advice.
* Continually monitor the external employee relations regulatory environment to ensure appropriate prioritisation of proactive audits. Undertake project related work as required to assist in the timely achievement of project deliverables.
* Support inspectors and managers on a range of compliance projects.

Key challenges

* Providing written analysis and advice on specific companies and industry indicators within defined deadlines
* Identifying, evaluating and prioritising relevant information sources and data as required.
* Utilising effective research skills to verify data and research sources to confirm their fitness for purpose.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director - Compliance | * To report progress on assigned tasks, to seek feedback and advice, and to escalate issues as required |
| Manager – State Compliance Unit | * To report progress on assigned tasks, to seek feedback and advice, and to escalate issues as required |
| **External** |  |
| Other government agencies in a range of jurisdictions | |  |  | | --- | --- | | To provide and obtain information and advice. | | |  |  | |
| Industry associations, service providers, private enterprises, academic institutions | * To liaise on a range of external information sources for research and analysis purposes |

# Role dimensions

## Decision making

Decisions which are made by the role holder include:

* Independently plans, sets priorities and manages day to day workload within agreed work and project plans.
* In consultation with senior staff in Data & Statistical Analysis, provides content for advice and information in response to questions and correspondence, briefs, submissions and reports.
* Sets priorities within prescribed deadlines, in consultation with the project leader when working on specific projects.

## Decisions which are referred to a supervisor include any changes to project outcomes or timeframes, issues with the potential to escalate or create precedent, matters requiring a higher administrative or financial delegation or submission to a higher level of management

## Reporting line

The role reports to the Manager

Key knowledge and experience

Essential requirements

Tertiary qualification in a related field, such as industrial relations, business, social science or other relevant field with a significant qualitative research element or equivalent professional experience and training

# 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** |
|  | **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  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
|  | **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 |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Be proactive in taking responsibility and being accountable for own actions  Understand delegations and act within authority levels  Identify and follow safe work practices, and be vigilant about own and others’ application of these practices  Be aware of risks and act on or escalate risks, as appropriate  Use financial and other resources responsibly | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |
| **Project Management**  Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | Intermediate |

# 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |