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| **Cluster** | Regional NSW |
| **Agency** | Department of Regional New South Wales |
| **Group/Division/Branch** | Strategy, Delivery and Performance |
| **Location** | Regional NSW |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Family** | Standard / Policy / Support |
| **ANZSCO Code** | 132411 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | March 2021 |
| **Agency Website** | [www.regional.nsw.gov.au](http://www.regional.nsw.gov.au/regional-nsw) |

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state’s mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

The Assistant Policy Officer undertakes a range of research and analysis activities to support the development of innovative, evidence-based solutions to make regional NSW an even better place to live, work and invest.

Key accountabilities

* Contribute to the development of policy initiatives, legislative reviews, programs and services to achieve the strategic objectives of the Government
* Participate in project teams to evaluate and improve the effectiveness of service delivery and inform policy development
* Prepare advice in the form of briefs, policy and discussion papers to respond to Ministerial, Cabinet or Departmental requests
* Prepare responses to urgent briefing requests whilst managing multiple issues
* Undertake research and be well-informed on contemporary issues impacting regional industries and communities

Key challenges

* Developing and maintaining relationships across divisions within the Division to ensure effective coordination of assessment advice and policy development.
* Contributing to the development of policy proposals and providing policy and regulatory advice on issues that are complex, sensitive or technical and need to consider a range of sector, Government and community issues in the policy making process.
* Communicating with a range of stakeholders including senior representatives of industry and government given the diversity of communication channels and styles that need to be employed.

Key relationships

|  |  |
| --- | --- |
| Who | Why |
| **Internal** |  |
| Deputy Director | * Contributes to understanding and communication regarding the Division’s role in the planning and assessment framework * Contribute to business planning, briefings and advice on projects and/or issues, and workflow management |
| Work team | * Support a collaborative approach in meeting the Division’s objectives * Ensure the Divisional input into planning policy and land use conflict solutions is based on sound technical advice and solid evidence * Ensure staff are coordinated in their input to policy and assessments |
| **External** |  |
| Cluster stakeholders | * Liaise with stakeholders as necessary to seek input to policy development and provide updates on assessments |
| Government agencies and stakeholder groups. | * Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives * Participate as required in working groups and advisory committees to assist the work of the Division * Liaise with agencies on the Division’s input to planning reform, land use conflict, and assessments |

# Role dimensions

## Decision making

* Determines and manages own workload and priorities.
* Exercises discretion in the approach and content of information, advice and recommendations provided.
* In consultation with Managers and other officers, provides content for advice and information in response to questions, or for Ministerial correspondence, briefs, submissions and reports.

## Reporting line

## Deputy Director, Strategy

## Direct reports

## Nil

## Budget/Expenditure

Nil

# 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 | | Behave in an honest, ethical and professional way  Build understanding of ethical behaviour  Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation  Speak out against misconduct and illegal and inappropriate behaviour  Report apparent conflicts of interest | Foundational |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | 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 | | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
| **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 |
|  | **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 | Foundational |
| 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 |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Foundational |
| 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 | Foundational |
| 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 |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |