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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Law Reform and Legal Services / Division Support and Public Accountability | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 9/10 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 131111 | |
| **PCAT Code** | 1111592 | |
| **Date of Approval** | 1 March 2023 | **Ref:** **DSPA 008** |
| **Agency Website** | www.dcj.nsw.gov.au | |

**Agency overview**

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The Senior Ministerial Correspondence Liaison Officer is a key role in the Briefings and Correspondence Preparation Team, which provides guidance and support to team members in the preparation of high quality and timely responses to ministerial correspondence received by the Attorney General (and other Ministers as required).

The role co-ordinates and prepares high quality and well researched responses to the more complex ministerial correspondence, briefings, and other material. The role also supports the Manager and Director in overseeing the processing of payments for court costs awarded against police and the DPP under the *Criminal Procedure Act 1986.*

# Key accountabilities

* Undertake research, coordinate and prepare high quality responses to the more complex ministerial correspondence, briefings, and other requests for advice.
* Develop and maintain effective relationships and communication with colleagues across the department and cluster, and other key stakeholders to ensure ministerial requests are met, and service delivery is efficient and appropriate.
* Take active steps to ensure the timely preparation of ministerial correspondence by following up overdue advice from the relevant areas and identifying when additional advice or input is required.
* Manage and lead projects including the preparation, coordination and review of campaign correspondence received by the team, and update and maintenance of team resources.
* Prepare and conduct training for new team members on the team’s role, activities and support the leadership team by guiding, mentoring and coaching staff to ensure a positive, collaborative, and inclusive team culture which contributes to strong performance and business outcomes
* Support the Manager in allocations and management of work in and out of the team.

# Key challenges

* Understanding of the challenges surrounding the DCJ portfolio areas and must exercise excellent judgment in preparing responses and critically analyse complex and legal information.
* Building sound relationships with complex stakeholder groups within the department and across government and ensuring high level professional liaison with ministerial staff.
* Producing high level briefing notes and ministerial responses within tight deadlines, ensuring advice is accurate, up to date and consistent with Government direction.
* Leading successful negotiations with a high level of independence, resolving differing views to provide succinct, appropriate and timely advice.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed on matters that impact client/customer or business * Provide expert advice on broader unit issues * Provide expert advice on contentious issues and service improvement strategies * Make recommendations regarding development, performance and service level standards |
| Clients / customers | * Provide expert advice to resolve issues * Respond and resolve queries, provide information and/or resources or redirect to the appropriate person if required * Seek/maintain specialist knowledge/advice * collaborate on departmental changes and portfolio issues and keep up with best practice |

|  |  |
| --- | --- |
| Team members | * Lead and coordinate efforts to progress sensitive, contentious and time critical work * Guide, support, coach and mentor to deliver business outcomes * Provide positive and constructive feedback |
| **External** |  |
| Other government stakeholders | * Establish professional networks and relationships across similar Departments/agencies and other jurisdictions to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues |

# Role dimensions

## Decision making

The Senior Ministerial Correspondence Liaison Officer exercises sound judgment and initiative in developing briefings, ministerial and other documents, ensuring that they are well grounded in research, timely and in an appropriate style.

The Senior Ministerial Correspondence Liaison Officer works within well-defined parameters and written work may undergo review by management. However, the Senior Ministerial Correspondence Liaison Officer may approve routine advice for submission directly. The role also assists with coordination and support of tasks within the team to ensure quality and timely responses are provided in a high-volume work area, within a complex portfolio.

## Reporting line

Manager, Briefings and Correspondence Preparation

## Direct reports

## Nil

## Budget/Expenditure

# Nil

# Key Knowledge and experience

# A sound understanding of the machinery of government and parliamentary/ministerial process.

# Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# 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** | |
| Personal Attributes logo | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | * Be flexible, show initiative and respond quickly when situations change * Give frank and honest feedback and advice * Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately * Raise and work through challenging issues and seek alternatives * Remain composed and calm under pressure and in challenging situations | | | Adept |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * 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 and in a range of styles and formats | | | | Advanced |
| Relationships logo | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * 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 |
| Relationships logo | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate ideas to achieve a consensus * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal and external stakeholders * Anticipate and minimise conflict | | | | Adept |
| Results logo | **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 |
| Results logo | **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 |
| Business Enablers logo | **Project Management**  Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise business benefits * Prepare clear project proposals and accurate estimates of required costs and resources * Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements * Identify and evaluate risks associated with the project and develop mitigation strategies * Identify and consult stakeholders to inform the project strategy * Communicate the project’s objectives and its expected benefits * Monitor the completion of project milestones against goals and take necessary action * Evaluate progress and identify improvements to inform future projects | | | | 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 is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | |
| --- | --- | --- | --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level** |
| Personal Attributes logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| 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 | Intermediate |
| Relationships logo |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| 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 | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| 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 | Intermediate |