

# Role Description

## Principal Adviso, Talent Mobility and e-Recruitment

Cluster	Premier and Cabinet
Agency	Public Service Commission
Division/Branch/Unit	Capability and Culture/ Leadership and Talent/ Talent Mobility and eRecruitment
Role number	TBC
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Professional/Specialist
ANZSCO Code	224412
PCAT Code	1119192
Date of Approval	11 September 2020
Agency Website	<a href="http://www.psc.nsw.gov.au">www.psc.nsw.gov.au</a>

### Agency overview

The NSW Public Service Commission (PSC) is headed by an independent Commissioner and is a separate agency under the Government Sector Employment Act 2013 (GSE Act) that supports the Commissioner in exercising his/her functions and powers.

The PSC leads the design, development and implementation of the full range of workforce management strategies - including workforce capability, recruitment and assessment, performance management, and strategic workforce planning - to enhance the effectiveness and efficiency of the NSW public sector workforce.

### Primary purpose of the role

The Principal Advisor, Talent Mobility and e-Recruitment leads and manages talent and mobility programs and provides strategic advice relating to the development and implementation of best practice approaches to sector wide mobility, talent management and recruitment that support organisational objectives and Government priorities.

### Key accountabilities

- Provide expert, strategic advice on the direction of mobility, talent management and e-Recruitment policy and practice that contributes to contemporary recruitment practices and improves public sector capability.
- Develop contemporary approaches to recruitment policy and practice to drive sector wide improvements to recruit, develop, manage and mobilise talent.
- Manage the NSW Jobs Board and platforms to deliver quality talent management, cross sector mobility and recruitment.
- Promote NSW Government as an employer of choice including reviewing and building the NSW

Government employee value proposition and strategies to improve candidate care.

- Lead procurement, budget, contract management and program evaluation, ensuring that mobility and talent programs deliver outcomes for the public sector workforce.
- Contribute to the PSC's broader management processes, such as business and operational planning, developing workforce strategies and setting budget outcomes that meet the PSC's priorities and objectives.
- Lead, manage and develop a multi-disciplinary team, providing coaching and mentoring to achieve high levels of performance in meeting program objectives and a culture of collaboration and ongoing capability development.

## Key challenges

- Address complex, cultural and policy issues and provide considered, strategic advice and policy solutions, often within short timeframes.
- Manage broad consultations, negotiations and cross-sector partnership arrangements on public sector workforce management issues.
- Maintain current knowledge of contemporary trends and developments including legislation, policy and funding initiatives impacting the public sector workforce in an environment which is subject to rapid change and development.

## Key relationships

Who	Why
<b>Internal</b>	
Relevant Reporting Line Manager	<ul style="list-style-type: none"> <li>• Provide regular updates on key projects, issues and priorities</li> <li>• Contribute to strategic planning, policy development and decision making</li> <li>• Escalate issues, keep informed and receive instructions.</li> </ul>
Senior Executive/ Leadership (if relevant)	<ul style="list-style-type: none"> <li>• Provide strategic and/ or tailored advice and recommendations</li> <li>• Provide updates on work activity and performance</li> <li>• Discuss solutions to challenging issues</li> </ul>
Work Team/ Direct and Indirect Report(s)	<ul style="list-style-type: none"> <li>• Lead, direct and manage performance</li> <li>• Coach and mentor to build professional expertise</li> <li>• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality</li> <li>• Provide an escalation point for issues or complex decision-making.</li> </ul>
<b>External</b>	
External Stakeholders/ Customers	<ul style="list-style-type: none"> <li>• Address queries and/or redirect to relevant party for review and resolution.</li> <li>• Contribute to a client-focused approach to service provision</li> <li>• Provide advice to support decision-making and provide solutions to issues</li> <li>• Optimise engagement to define mutual interests, manage expectations and achieve defined outcomes</li> <li>• Establish networks to enable performance benchmarking and maintain currency in trends and developments</li> <li>• Contribute to cross agency or whole of government projects/programs</li> <li>• Actively manage the relationships with providers to ensure services and information is maintained in accordance with any agreements with a continued focus on improvements in accuracy and timeliness.</li> </ul>

## Role dimensions

### Decision making

The role operates with a high level of autonomy and is expected to determine key operational objectives within the limits of delegated authority. The role is accountable for the delivery of assigned work. The role is accountable for the quality, integrity and validity of the service provided. The role defers to the Manager on issues that have a significant political impact or issues outside of financial delegation

### Reporting line

The role reports to the relevant reporting line manager.

### Direct reports

The role will have a variable number of direct and indirect reports (depending on business/ project requirements)

### Budget/Expenditure

As per PSC financial delegations.

## Key knowledge and experience

- Extensive experience in a diverse and challenging Government or comparable organisational environment.
- Demonstrated ability to exercise leadership and influence in dealings with senior stakeholders that builds trust and produces results.

## Essential requirements

- Appropriate tertiary qualifications and/or demonstrated, relevant, equivalent professional experience.

## 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
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
	<b>Value Diversity and Inclusion</b> Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> <li>• Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders</li> <li>• Demonstrate cultural sensitivity, and engage with and integrate the views of others</li> <li>• Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences</li> <li>• Recognise and adapt to individual abilities, differences and working styles</li> <li>• Support initiatives that create a safe and equitable workplace and culture in which differences are valued</li> <li>• Recognise and manage bias in interactions and decision making</li> </ul>	Adept



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### **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



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### **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

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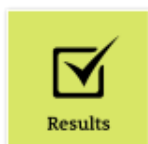
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### **Deliver Results**

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

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### **Think and Solve Problems**

Think, analyse and consider the broader context to develop practical solutions

- 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 services, policies and programs against clear criteria

Advanced



## 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

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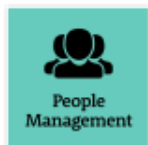


## Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- 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

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## Manage Reform and Change








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

- Support teams in developing new ways of working and generating innovative ideas to approach challenges
- Actively promote change processes to staff and participate in communicating change initiatives across the organisation
- Provide guidance, coaching and direction to others who are managing uncertainty and change
- Engage staff in change processes and provide clear guidance, coaching and support
- Identify cultural barriers to change and implement strategies to address these





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## 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
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Advanced
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	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	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	Intermediate