

Role Description

Client Liaison Officer



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property / Place Management
Classification/Grade/Band	Clerk Grade 5/6
Role Family (<i>internal use only</i>)	Bespoke/ Communications and Engagement/ Deliver
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	February 2020
Agency Website	www.dpie.nsw.gov.au/

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Place Management NSW (PMNSW) is a statutory corporation and its statutory functions are to: protect and enhance the natural and cultural heritage of the foreshore area; promote, coordinate, manage, undertake and secure the orderly and economic development and use of the foreshore area.

Primary purpose of the role

Proactively generate venue sales and provide high quality sales account management including all licensing and compliance for public sector activity

Key accountabilities

- Identify and cross-sell opportunities, including those from existing and prospective commercial and venue hire clients, to maximise commercial revenue from event venue hires
- Evaluate the suitability of proposed events in PMNSW's venues and public spaces and provide expert guidance on appropriate hire spaces and requirements, in accordance with PMNSW's policies and procedures
- Provide advice on event planning, procedures, and PMNSW's regulations and guidelines, and liaise with the Event Delivery team, to ensure client requirements are serviced through the delivery process
- Develop and maintain strong working relationships with key internal and external stakeholders to ensure the effective delivery of high-profile events
- Provide a consistent level of excellent customer service to build and maintain client relationships and ensure all customer queries and issues are addressed

- Undertake all account management administrative requirements, including application processing, contract preparation, invoicing, budget reconciliation, and records management to ensure the day-to-day operations of the organisation are run as smoothly as possible.

Key challenges

- Balancing conflicting commercial, community and PMNSW interests with regards to venue use and hire whilst maximising revenue opportunities
- Keeping up to date with the range, pace and complexity of information and knowledge required to deliver quality service

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues and keep informed on matters that impact client/customers or business • Contribute to broader unit issues • Participate in discussions regarding client liaison concerns and issues • Receive guidance and feedback
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to deliver business outcomes • Provide positive and constructive feedback • Participate in meetings to share information and provide input on issues • Represent work group perspective and share information
Client/Customer	<ul style="list-style-type: none"> • Provide advice and service to achieve effective outcomes for clients • Resolve and provide solutions to issues • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Address/respond to queries and provide solutions where possible, or redirect query to relevant area
External	
Customer/Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to ensure repeat usage • Consult, provide and obtain information • Negotiate outcomes and timeframes • Address/respond to queries where possible, or redirect relevant party for review and resolution • Contribute to a client-focused approach to service delivery • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Senior Manager, Partnerships and Venues

Direct reports

Nil

Budget/Expenditure

As per the DPIE Financial Delegations





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements Keep discussion focused on the key issues
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans