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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water/Regional Water Strategies |
| **Location** | Parramatta, Newcastle or Wollongong (other NSW locations negotiable) |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Family *(internal use only)*** | Bespoke / Projects and programs / Deliver |
| **ANZSCO Code** | 234999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | June 2017 (updated July 2019 and September 2020) |
| **Agency Website** | [www.dpie.nsw.gov.au](http://www.dpie.nsw.gov.au) |

***About the Department of Planning, Industry and Environment***

**Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.**

Primary purpose of the role

# Research and gather information on water demand and supply including trends in use for key region sectors to contribute to the regional strategies and support the work required to meet commitments under the *State Infrastructure Update 2014.*

# Key accountabilities

* Undertake research and gather data and information on water demand and supply for key region sectors, including emerging trends.
* Draft elements of water strategy documents and supporting documents to inform decision making.
* Liaise with key internal and external stakeholders, at the regional level, to provide research and information products that inform the development of regional strategies.
* Working collaboratively with Executive and staff across the Department, providing the relevant strategy information to assess potential risk in water management arrangements.
* Provide relevant information to support a risk based assessment on water management within a relevant region.
* Facilitate and contribute to regional working groups to gather data and information to inform water strategy development and investment.
* Provide input into considered, strategic and policy market and investment opportunities within short timeframes.

Key challenges

* Supporting consultations, negotiations and cross-sector partnership arrangements on sensitive water sharing arrangements.
* Maintaining current knowledge of contemporary trends and developments in approaches to water management and implications for a risk based strategic approach to water management.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, provide information and feedback, advises and receives instructions. * Provide recommendations on resolving issues or options in regional strategies |
| Team members | * Develop and maintain effective working relationships and open channels of communication to liaise, consult, engage and/or participate on policy program initiatives in regard to market and investment directions. * Transfer knowledge, in particular to less experienced team members. |
| Other departmental staff | * Develop and maintain effective working relationships and open channels of communication to liaise, consult, engage and/or participate on policy program initiatives with other staff also working in the regional area. * Ensure that all relevant information and data is gathered from other water management arrangements |
| **External** |  |
| Key regional stakeholders including regional representatives from other agencies, professional associations, peak industry bodies, major industry representatives and local government. | * Develop and maintain effective working relationships and open channels of communication to facilitate engagement, liaison, consultation and/or participation in the collation of relevant information and research at the regional level to support the development of investment options for regional strategies. * Facilitate working groups at the regional level to gather, collate and coordinate information and research to support the development of investment options for regional strategies. * Participate in meetings and support management in meetings with regional stakeholders in the development and analysis of investment options for delivering on regional strategies. |

# Role dimensions

## Decision making

* Accountable for the provision of timely and accurate information and research to support the development of options for regional strategies.
* Refers to the Manager decisions on matters that impact project outcomes, have implications broader than a regional context or could create substantial or contentious precedent; require a higher administrative or financial delegation; or submission to a higher level of management.

## Reporting line

Manager, Water Strategies

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience in policy development or water related areas such as water planning, natural resource management, environmental science, economics, geomorphology, civil/environmental engineering and hydrology.

# 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 |
| **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
|  | **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 | | 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 |

# 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 |
| 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 | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | 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 |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |