

# Role Description

## Business Performance Coordinator



Regional  
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Soil Conservation Service
Classification/Grade/Band	Departmental Officer Grade 7/8
Role Family	Bespoke/Finance & Economics/Lead
ANZSCO Code	132111
PCAT Code	1139132
Date of Approval	March 2023 (Updated from June 2020)
Agency Website	<a href="http://www.scs.nsw.gov.au">http://www.scs.nsw.gov.au</a>

### 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.

NSW Soil Conservation Service is part of the Department of Regional NSW and supports local, state and commonwealth government agencies to build and rehabilitate the Australian environment by providing specialist end-to-end services in environmental consulting, conservation earthworks, program management, project delivery and support services.

### Primary purpose of the role

The Business Performance Coordinator oversees the provision of administrative and project support services to facilitate the delivery of business operations to agreed standards, and acts as the subject matter expert for all financial activities and key liaison between Soil Conservation Service and the Department of Regional NSW Procurement team.

### Key accountabilities

- Supervise a team delivering administrative and project support services to contribute to a high standard of service delivery and ensure the business needs of the organisation are met.
- Monitor and address complex and/or sensitive enquiries and issues to ensure the timely and effective resolutions of issues.
- Provide financial business analysis support to SCS client services and manage and coordinate financial and administrative processes, identifying opportunities for improvement to maximise financial returns.
- Manage budgets and deliver reports to support effective financial management, embedding good governance and audit protocols and ensuring compliance with departmental reporting requirements.

- Contribute to budget planning, monitoring and governance activities including monitoring outsourced accounting service transactions to ensure they are treated in accordance with the accounting standards, and accepted principles, to fairly and accurately represent the financial and economic performance of the business.
- Contribute to the development, implementation and review of administrative and financial systems, processes and policies to ensure compliance with agency standards, policies and procedures.
- Manage and coordinate the collection and collation of information, prepare reports on business unit performance, and make recommendations to improve efficiency, cost management and service delivery.

## Key challenges

- Balancing the administrative service needs of unit staff consistently, given the high volume of work and number of staff seeking services from the team, and the need to address ad hoc requests and unforeseen issues.
- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.
- Utilising skills, knowledge and business acumen to further facilitate the achievement of business objectives by developing business plans, financial models and operational budgets.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, make suggestions and provide updates</li> <li>• Provide input into financial and budgetary reports and advice to assist decision making</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Guide and manage performance</li> <li>• Facilitate meetings to obtain working group perspective and share information</li> <li>• Support team members and work collaboratively to contribute to achieving team outcomes</li> </ul>
Stakeholders/Clients	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and open channels of communication</li> <li>• Exchange information and respond to enquiries</li> <li>• Manage expectations and provide services</li> </ul>
<b>External</b>	
Customers/stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and open channels of communication</li> <li>• Exchange information and respond to enquiries</li> </ul>

## Role dimensions

### Decision making

Has autonomy to manage the team and make day to day decisions:

- Manages and allocates the resources of the team to ensure key deliverables and outcomes are met
- Coordinates team activities and responses within the accountabilities of the role and departmental policies and procedures
- Recommends systems and process changes to improve service delivery and business functionality

### Reporting line

Manager

### Direct reports

Number of direct reports varies by location. Roles reporting to the Business Performance Coordinator include:

- Business Performance Support Advisor
- Business Performance Support Officer
- Administrative Assistant

### Budget/Expenditure

Nil

## 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
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Commit to Customer Service</b>		Adept
	Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	
	<b>Deliver Results</b>		Adept
	Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	
	<b>Demonstrate Accountability</b>		Intermediate
	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about own and others' application of these practices</li> <li>• Be aware of risks and act on or escalate risks, as appropriate</li> <li>• Use financial and other resources responsibly</li> </ul>	






## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	<b>Finance</b> Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> <li>Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures</li> <li>Understand the impacts of funding allocations on business planning and budgets</li> <li>Identify discrepancies or variances in financial and budget reports, and take corrective action</li> <li>Know when to seek specialist advice and support and establish the relevant relationships</li> <li>Make decisions and prepare business cases, paying due regard to financial considerations</li> </ul>	Adept
	<b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> <li>Collaborate to set clear performance standards and deadlines in line with established performance development frameworks</li> <li>Look for ways to develop team capability and recognise and develop individual potential</li> <li>Be constructive and build on strengths by giving timely and actionable feedback</li> <li>Identify and act on opportunities to provide coaching and mentoring</li> <li>Recognise performance issues that need to be addressed and work towards resolving issues</li> <li>Effectively support and manage team members who are working flexibly and in various locations</li> <li>Create a safe environment where team members' diverse backgrounds and cultures are considered and respected</li> <li>Consider feedback on own management style and reflect on potential areas to improve</li> </ul>	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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	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
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	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
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational