

Role Description

Ministerial & Department Liaison Officer



Regional
NSW

Cluster Agency	Regional NSW
Department	Department of Regional NSW
Division/Branch/Unit	Regional NSW/ Office of the Secretary / Ministerial Liaison Office
Location	Negotiable regional location
Classification/Grade/Band	Clerk, Grade 7/8
ANZSCO Code	224912
PCAT Code	1111492
Date of Approval	June 2021
Agency Website	https://www.nsw.gov.au/regionalnsw

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.

The Department of Regional NSW has three Ministers. Department Liaison Officers (DLOs) are departmental staff assigned to each ministerial office for a period of up to 12 months. DLO roles offer professional development opportunities for high performing staff in the cluster wanting to develop their skills and expand their knowledge of government processes in a challenging environment.

Primary purpose of the role

This role provides support to the Cabinet and Parliament team in the delivery of high-quality, accurate and timely responses, advice, and reports to ministers and the Secretary of the Department of Regional NSW. The role has a focus on special projects and delivering process improvement outcomes.

This role provides temporary coverage as a Department Liaison Officer, for any of the Ministerial Office's as and when required to cover peak periods. The role provides administration support and advice to facilitate the effective and efficient operation of the Minister's office.

Key accountabilities

- Monitor Hansard, review, research and manage incoming requests for advice on all parliamentary matters and help coordinate major whole of cluster processes, including Budget Estimates and incoming Government folders.
- Liaise with branches to source information and research material for the preparation of parliamentary questions, speeches and other advice for ministers.

- Register, review, track, record and allocate incoming ministerial briefing requests, event briefs, meeting briefs and contentious issues briefs across a broad range of sensitive issues.
- Actively engage, build and maintain relationships with the other Departmental Liaison Officers (DLOs), departmental staff and other agencies to keep up to date on relevant issues and ensure requests are processed within required timeframes.
- Actively manage, record, review and allocate requests to DRNSW for preparation of correspondence, briefing material, media releases, speeches and parliamentary briefs and other advice on behalf of the Minister which address key issues for the portfolio and the Government.
- Coordinate and review advice and responses to issues which affect the department to ensure a timely response through liaising with departmental staff and other agencies.
- Draft routine briefs and correspondence, reports and coordinate responses to parliamentary questions for the Minister on behalf of the department in consultation with other departmental staff.
- Maintain communication strategies and networks within the organisation to build an understanding and commitment to the department's strategic intent.

Key challenges

- Anticipating issues which may be raised with the Minister and keeping abreast of emerging media issues relating to the Minister's portfolio, which may require a response within a tight timeframe.
- Responding to sensitive matters within tight timeframes which affect the operations of NSW Department of Industry, having regard to the political environment in which the department operates.
- Effectively managing a network of contacts to ensure the right people are consulted to optimise timeliness and accuracy in developing responses.

Key relationships

Who	Why
Ministerial	
Minister's office and Members of Parliament	<ul style="list-style-type: none"> • Consult and liaise within the Minister's office and with Members of Parliament. • Negotiate timeframes with the Minister's staff. • Keep abreast of issues affecting the department and the Minister's portfolio/s.
Internal	
Manager Ministerial and Executive Response & Manager Department Liaison Office	<ul style="list-style-type: none"> • Consult with Manager to determine priorities and discuss projects. • Discuss any issues and confirm when an issue needs to be escalated. • Suggest improvements to systems and work processes in the MLO.
Office of the Secretary staff & Cabinet and Parliament Team	<ul style="list-style-type: none"> • Work collaboratively with other Office of the Secretary staff to share information and provide support as required
Other departmental staff	<ul style="list-style-type: none"> • Work collaboratively with branches to obtain information and advice to be included in parliamentary material and other advice to ministers. • Advise the Department of ministerial and parliamentary requirements and priorities.

Who	Why
	<ul style="list-style-type: none"> • Provide an effective and valuable two way liaison between the department and the Minister's office whilst maintaining effective working relationships with senior departmental staff. • Negotiate with departmental staff for information and advice to be provided to meet the timeframes of the Minister, Secretary and clients
External	
Other agencies and ministerial offices	<ul style="list-style-type: none"> • Network with agencies and other Ministerial Offices to establish links to garner required information and cooperation
Business enterprises, industry associations, Boards, other government agencies, the public and community groups	<ul style="list-style-type: none"> • Provide and obtain information and advice from business enterprises, industry associations, Boards, other government agencies, the public and community groups

Role dimensions

Decision making

- Exercises discretion in making decisions and determining the approach to work undertaken and is responsible for interpretation and recommendations made. This includes seeking advice and clarification from the Minister's Chief of Staff and advisers as required.
- Identifies and implements systems improvements to enhance the engagement of Ministers' Offices.
- Manages own workloads and priorities, and meets agreed deadlines and identifies emerging issues, trends or risks and raises them with the Manager

Reporting line

The role has dual reporting lines.

- Manager Department Liaison for all DLO aspects of the role in conjunction with the Minister's Chief of Staff for day-to-day activities.
- Manager Ministerial & Executive Response for all MinEx related responsibilities

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of the machinery of government and knowledge of the procedures required for ministerial correspondence, briefings, parliamentary material and speeches within the department.
- Knowledge of the functions and objectives of the department.

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow Ensure that others are aware of and understand the legislation and policy framework within which they operate Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats 	Adept





		<ul style="list-style-type: none"> Use contemporary communication channels to share information, engage and interact with diverse audiences 	
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration Build cooperation and overcome barriers to information sharing and communication across teams and units Share lessons learned across teams and units Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that own actions and those of others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety Conduct and report on quality control audits Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> 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
 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	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	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	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	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