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| --- | --- |
| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water |
| **Location** | Various Locations |
| **Classification/Grade/Band** | Clerk Grade 9-10 |
| **Role Family** *(internal use only)* | Bespoke/Planning, Governance & Risk/Deliver |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 17 February 2021 (Updated from April 2019, July 2019, 2016) |
| **Agency Website** | <https://www.dpie.nsw.gov.au> |

Agency overview

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.

The Water Group leads the NSW Government in providing confidence to communities and stakeholders with the transparent stewardship of water resources, provision of services and reforms that support sustainable and healthy environments, economies and societies across NSW.

Primary purpose of the role

Coordinates a range of complex analytic and research activities and projects to provide sound and reliable input to the delivery of the NSW Government’s water management planning process, consistent with the State’s and Commonwealth’s water reform agenda and relevant legislation.

# Key accountabilities

* Provide informed advice and technical services to support the development, negotiation and resolution of water management arrangements
* Analyse priority issues, initiate research and consultation activities and prepare recommendations to inform the development of water management options, policies and plans
* Develop and implement strategies for community consultation/communication to support engagement activities
* Lead and manage projects to address policy or planning issues
* Prepare advice in the form of briefs, policy and discussion papers on key water management issues to respond to Ministerial, Cabinet or Departmental requests
* Provide input to discussions to facilitate the understanding of water management matters, policies and plans
* Establish and fosters productive information networks that enables the coordination and implementation of consultation activities
* Prepare a range of communications materials and consultation activities to support the water planning and management process

Key challenges

* Maintaining knowledge of the priorities, strategic directions, water reform and planning issues for DPI Water, including trends and developments to enable effective input to planning and policy processes
* Developing policies, strategies and programs that balance multiple, complex issues with sensitivity to relationships with stakeholders, resource requirements, and service delivery impacts given varying and sometimes conflicting perspectives and priorities

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Team Leader | * Receive specific direction and guidance on work * Escalates issues, keep informed, advise and receive instructions |
| Team | * Participate as a team member to deliver the planning process * Transfer knowledge to less experienced team members |
| Other areas of Water | * Coordinate working groups to develop water management plans * Participate in cross agency teams to identify, discuss and resolve issues * Share information * Work with other units to develop agreed positions * Coordinate working groups to develop policy or procedures relating to water management planning |
| **External** |  |
| Other NSW and Commonwealth Government agencies | * Provide technical input to water management issues * Promote effective interagency liaison regarding water management plans and reforms; discuss issues and strategies |
| Other stakeholders | * Liaise to develop consensus during development of plans; deliver communication strategies |

# Role dimensions

## Decision making

* Independently plans and sets priorities for work to be completed and manages the day to day workload within agreed work and project plans
* Manages the delivery of individual projects under the guidance of the Team Leader
* Exercises discretion and judgement in developing reports, briefs and other work for review; and decides the scope, content and format of information provided to agencies and external stakeholders, liaising with the Team Leader in relation to issues with the potential to escalate or create precedent.

## Reporting line

Team Leader

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* Extensive experience in water related areas such as water planning, natural resource management, environmental science, aquatic ecology, geomorphology, civil/environmental engineering and hydrology.
* Understanding of the State and Commonwealth Government’s water reform agendas, and legislative and policy requirements regarding water planning.

# 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 | | 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 | | 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 |
|  | **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 |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Influence others with a fair and considered approach and present persuasive counter-arguments  Work towards mutually beneficial ‘win-win’ outcomes  Show sensitivity and understanding in resolving acute and complex conflicts and differences  Identify key stakeholders and gain their support in advance  Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise  Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
|  | **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 |
|  | **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 | Adept |

# 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 | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | | Collaborate with others and value their contribution | Adept |
|  | 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 |
|  | 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 | Intermediate |