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| **Cluster** | Planning and Environment |
| **Agency** | Environment Protection Authority |
| **Division/Branch/Unit** | Finance Risk and Governance |
| **Location** | NSW |
| **Classification/Grade/Band** | Environment Officer Class 8 |
| **Role Number** | Generic |
| **ANZSCO Code** | 224412 |
| **PCAT Code** | 1221392 |
| **Date of Approval** | July 2018 (updated April 2022) |
| **Agency Website** | [www.epa.nsw.gov.au](http://www.epa.nsw.gov.au) |

Agency overview

The NSW Environment Protection Authority (EPA) is the state‘s primary environmental regulator. We work to protect our community and the environment as a leader, partner and protector. Our vision is for New South Wales to have a healthy environment, healthy community and healthy business. We believe healthy ecosystems are the foundation for healthy communities, a healthy economy and for enhancing Iiveability.

We lead in protecting our air, waterways, land and the health of the community for the future.

We work with communities, government and business to reduce our impact on the environment.

We hold people and organisations to account through licensing, monitoring, regulation and enforcement.

Primary purpose of the role

To support the implementation and application of governance policies, strategies and processes for the EPA; the application of appropriate workplace behaviour through detection, prevention, and early intervention; and promote a culture of quality governance, accountability and transparency.

# Key accountabilities

* Maintaining diverse governance processes for the EPA relating to audit, risk management, assurance, privacy, compliance, information access, ethics, conduct and probity, including the development of related briefings, formal advice and publications.
* Ensuring the delivery of planned internal audits throughout the EPA by coordinating auditors and auditees, arranging procurement and implementing relevant internal audit procedures and manuals.
* Implementing protocols, processes and systems for data collection, reporting on key assurance processes, including risk mitigation and EPA’s legislative compliance.
* Maintaining knowledge about the risk management and internal audit requirements outlined in Treasury Policy Internal Audit and Risk Management for the NSW Public Sector; information access and privacy legislation (EPA and Government policies and procedures); and maintaining knowledge about probity related disclosures and processes for low-risk/routine investigations into complaints and allegations of serious misconduct.
* Implementing project coordination, business planning, reporting, financial management, education, and procurement activities for all governance processes.
* Providing assistance to support the implementation of the enterprise risk management framework; assessments and reviews of probity and related disclosures, low risk/routine investigations into complaints and allegations of serious misconduct; and the release of information under information access and privacy legislation and Parliamentary orders for papers.
* Providing advice on diverse corporate governance issues including the application of relevant statutory requirements, Government policy, ethics, conduct, and governance best practice.

Key challenges

* Influencing staff and third parties who you are dependent upon for timely delivery of key operational processes, including secretariat services, internal audits, probity and information access cases.
* Communicating effectively with a range of stakeholders, including EPA staff, persons making probity reports, independent committees and central agencies, to manage expectations and matters that are sensitive or highly confidential.
* Maintaining an up-to-date knowledge of ‘best practice’ and contemporary developments in a range of information access and governance approaches and methodologies, including case law, the development and application of project management, corporate effectiveness and benefits realisation techniques.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep the manager informed, make suggestions, propose solutions, advise and receive guidance and direction. |
| Executive Director Legal Services & legal team | * Assist in briefing EPA legal staff on GIPA issues, working with them to resolve legal aspects of GIPA applications. |
| Operational and corporate work team(s) | * Support and work collaboratively across the Section and Corporate Services Branch. * Support other EPA staff in understanding and complying with legislation, EPA policies and procedures dealing with governance, risk management, government information access and privacy * Develop and maintain effective working relationships and open channels of communication * Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes. |
| **External** |  |
| Central agencies | * Remain up to date with governance and information access processes and related legislation, best practice and contemporary developments across the NSW government sector. |
| Clients/customers/stakeholders | * Provide sound and reliable advice and services; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes. |

# Role dimensions

## Decision making

The role operates with some level of autonomy in the context of the agreed work plan and determines day to day work priorities. The role will process and decide formal applications under the Government Information (Public Access) Act 2009. The role is also fully accountable for the quality, integrity and accuracy of advice provided. The role will also work on projects/assignments to resolve issues or complaints, as such this will involve a choice of potential solutions or actions for submission and approval by the manager.

The role works in a team with two other senior governance officers providing services to the EPA.

## Reporting line

The role reports to the Manager, Finance, Risk and Governance, Corporate Services Branch.

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

Experience in at least one of the following:

* Internal audit, governance, enterprise risk management, or the application of government information public access legislation.

# 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](http://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** |
|  | **Display Resilience and Courage** | **Adept** |
| **Act with Integrity** | **Adept** |
| Manage Self | Intermediate |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Intermediate** |
| Commit to Customer Service | Intermediate |
| Work Collaboratively | Intermediate |
| **Influence and Negotiate** | **Adept** |
|  | **Deliver Results** | **Adept** |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Intermediate** |
| **Demonstrate Accountability** | **Adept** |
|  | Finance | Foundational |
| Technology | Intermediate |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Adept** |

## 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 | 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 |
| **Personal Attributes**  Act with Integrity | Adept | Represent the organisation in an honest, ethical and professional way and encourage others to do so  Demonstrate professionalism to support a culture of integrity within the team/unit  Set an example for others to follow and identify and explain ethical issues  Ensure that others understand the legislation and policy framework within which they operate  Act to prevent and report misconduct, illegal and inappropriate behaviour |
| **Relationships**  Communicate Effectively | Intermediate | Focus on key points and speak in ‘Plain English’  Clearly explain and present ideas and arguments  Listen to others when they are speaking and ask appropriate, respectful questions  Monitor own and others’ non-verbal cues and adapt where necessary  Prepare written material that is well structured and easy to follow by the intended audience  Communicate routine technical information clearly |
| **Relationships**  Influence and Negotiate | Adept | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise and explain the need for compromise  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relations with internal and external stakeholders  Pre-empt and minimise conflict |
| **Results**  Deliver Results | Adept | Take responsibility for delivering on intended outcomes  Make sure team/unit staff understand expected goals and acknowledge success  Identify resource needs and ensure goals are achieved within budget and deadlines  Identify changed priorities and ensure allocation of resources meets new business needs  Ensure financial implications of changed priorities are explicit and budgeted for  Use own expertise and seek others’ expertise to achieve work outcomes |
| **Results**  Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidence  Identify issues that may hinder completion of tasks and find appropriate solutions  Be willing to seek out input from others and share own ideas to achieve best outcomes  Identify ways to improve systems or processes which are used by the team/unit |
| **Results**  Demonstrate Accountability | Adept | Assess work outcomes and identify and share learnings to inform future actions  Ensure that actions of self and 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 health and safety of self and others  Conduct and report on quality control audits  Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks |
| **Business Enablers**  Project Management | Adept | Prepare clear project proposals and define scope and goals in measurable terms  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Prepare accurate estimates of costs and resources required for more complex projects  Communicate the project strategy and its expected benefits to others  Monitor the completion of project milestones against goals and initiate amendments where necessary  Evaluate progress and identify improvements to inform future projects |