

Role Description

Departmental Liaison Officer



Cluster	Department of Creative Industries, Tourism and Sport
Agency	Office of Sport
Division/Branch/Unit	Corporate / Executive and Ministerial Support
Role number	51000037
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	561999
PCAT Code	1331592
Date of Approval	01 March 2018
Agency Website	www.sport.nsw.gov.au

Agency overview

The Office of Sport is the lead NSW Government agency for sport and active recreation.

Our purpose is to support all people, communities and organisations across NSW to enjoy and realise the benefits of participating in sport and active recreation. The Office is a diverse agency providing leadership, policies, programs, funding, facilities and services to deliver on our purpose of *'Everyone Plays Here'* and ensure everyone has the opportunity to participate.

Primary purpose of the role

The Departmental Liaison Officer manages and coordinates information flows between the Office of Sport, Venues NSW, NSW Institute of Sport and the Minister's Office.

Key accountabilities

- Provide high quality and efficient executive and administrative support and services to the Minister's Office, exercising discretion, initiative and confidentiality.
- Manage and monitor correspondence flow to ensure coordinated and timely responses to Ministerial correspondence and complaints
- Liaise and negotiate with the Office of sport regarding the provision of parliamentary material, briefings, correspondence, and other information requested by the Minister.
- Coordinate meeting briefs and other material for Ministerial meetings, events and announcements with the Office of Sport.
- Build and maintain effective working relationships between the Minister's Office, and the Office of Sport to manage the flow of information.

Key challenges

- Ensuring deadlines set by the Minister are met, given critical deadlines and stringent quality requirements.
- Dealing with a diverse range of complex issues and correspondence in an environment characterised by conflicting priorities and political sensitivities.
- Dealing with sensitive, complex matters appropriately and confidentially.

Key relationships

Who	Why
Internal	
Department of Creative Industries, Tourism and Sport	<ul style="list-style-type: none">• The role liaises closely with DCITHS regarding requests for information and advice, clarification of information required and timeframes.
Executive and Ministerial Support, Corporate, Office of Sport	<ul style="list-style-type: none">• Liaison and coordination of information flows and requests.
Executive and senior managers in all agencies within the portfolio	<ul style="list-style-type: none">• The role liaises with the executive and senior managers regarding requests for additional information and to provide clarification as needed.
Minister and Ministerial staff	<ul style="list-style-type: none">• The role manages and coordinates information flows between the Minister and Ministerial staff and the Office of Sport.
Venues NSW	<ul style="list-style-type: none">• Manages and coordinates the information flow between Venues NSW and the Minister's Office
NSW Institute of Sport	<ul style="list-style-type: none">• Manages and coordinates the information flow between NSWIS and the Minister's Office

Role dimensions

Decision making

The Departmental Liaison Officer has a limited level of autonomy regarding decision making required to coordinate information flows between the Office of Sport, VNSW, NSWIS and the Minister's Office. Decisions on matters outside the Departmental Liaison Officer's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Minister's Chief of Staff.

Reporting line

- Minister's Chief of Staff
- The Manager Executive and Ministerial Support provides management supervision including performance management, leave approval, etc. The employment terms and conditions (including flex time arrangements) are set by the Office of Sport. The Minister's Chief of staff is consulted on the timing of leave.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

National Criminal Records Check

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Take responsibility for delivering high-quality customer-focused services• Design processes and policies based on the customer's point of view and needs• Understand and measure what is important to customers• Use data and information to monitor and improve customer service delivery• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers• Maintain relationships with key customers in area of expertise• Connect and collaborate with relevant customers within the community	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	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
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
	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 	Intermediate

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	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	Adept
 Business Enablers	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	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