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| **Cluster** | Department of Regional NSW |
| **Agency** | Regional Growth NSW Development Corporation |
| **Location** | Southern Riverina (Wagga Wagga preferred however other regional locations will be considered with a preference for SAP/RJP locations) |
| **Classification/Grade/Band** | Clerk Grade 9/10  |
| **Role Family** *(internal use only)* | Standard / Project and Programs / Delivery |
| **ANZSCO Code** | 251312 |
| **PCAT Code** | 1124592 |
| **Date of Approval** |  |
| **Agency Website** | http://www.rgdc.nsw.gov.au |

# 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 Regional Growth NSW Development Corporation (RGDC) is established under the Growth Centres (Development Corporations) Act 1974 to lead the delivery and implementation of the Government’s Special Activation Precincts program and work extensively with Department of Regional NSW and various other agencies.

**Primary purpose of the role**

The Investment and Concierge Manager will play a pivotal role in guiding investors through their investment options within the SAP business concierge function. It will support the program’s objective to drive economic growth into regional NSW and deliver outcomes by coordinating, facilitating and managing relationships between investors, the Regional Growth Development Corporation, other NSW government agencies and partners.

**Key accountabilities**

* Managing and supporting investment attraction agencies and Council to facilitate and promote the SAP program, acting as a subject matter expert for the Wagga Wagga precinct.
* Acting as a relationship manager for investors where appropriate
* Facilitating the business concierge process for investors, coordinating deliverables to investors across the RGDC and other government agencies
* Supporting the SAP development decision making process on behalf of investors to ensure that investment can be delivered
* Leading internal decision gateway processes
* Supporting the development of investment collateral and providing SAP briefs to investment attraction agencies

**Key challenges**

* Managing complex and sensitive consultations and negotiations with diverse and competing stakeholders, within agreed timeframes, given varying expectations, viewpoints and interests to maximise investment outcomes for the SAPs.
* Managing multiple projects from small to complex, often under tight and demanding schedules, and where the tasks may involve politically, commercially and culturally sensitive issues.
* Developing collaborative working relationships and networks with key stakeholders to ensure goals of the Corporation are met.

**Key relationships**

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Executive Director | * Receive advice and report on progress of projects
* Discuss future directions and scope projects
* Provide expert advice and contribute to decision making
* Identify emerging issues/risks and their implications and propose solutions
 |
| Team  | * Guide, support, coach and mentor team members
* Lead discussions and decisions regarding key projects and deliverables
 |
| Departmental stakeholders | * Provide expert advice on a range of project related issues and initiatives
* Optimize engagement to achieve desired outcomes
* Manage expectations and resolve issues
 |
| **External** |  |
| Local councils, State and Federal Government agencies  | * Build and maintain effective and collaborative relationships to develop shared long term goals
* Optimize engagement to achieve desired and shared outcomes
* Collaborate to implement key projects and deliverables
 |
| Potential partners, industry stakeholders | * Build and maintain effective and supportive relationships and engage dialogue to gather information
* Collaborate to implement key projects and deliverables
 |

**Role dimensions**

**Decision making**

* Sets the priorities and deadlines for delivery of projects in consultation with the Director
* Makes operational decisions to support the development and implementation of projects, strategies and initiatives
* Provides project advice, priorities and direction to the team.

**Reporting line**

Director Activation Precincts and Partnerships

**Direct report**TBA Direct reports

**Budget/Expenditure**

TBA

**Capabilities for the role**

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/Sector-Support/Capability-Framework>

**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.

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| FOCUS CAPABILITIES |

| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
| --- | --- | --- | --- | --- |
|  | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |

| **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
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * 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
* Use contemporary communication channels to share information, engage and interact with diverse audiences
 | Adept |
| **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * 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 |
| **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * 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 diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
* Influence others with a fair and considered approach and sound arguments
* Show sensitivity and understanding in resolving conflicts and differences
* Manage challenging relationships with internal and external stakeholders
* Anticipate and minimise conflict
 | Adept |

| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
| --- | --- | --- | --- | --- |
|  | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | 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 | * Perform basic research and analysis to inform and support the achievement of project deliverables
* Contribute to developing project documentation and resource estimates
* Contribute to reviews of progress, outcomes and future improvements
* Identify and escalate possible variances from project plans
 | Intermediate |

## 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.

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| **COMPLEMENTARY CAPABILITIES** |

| **Capability group/sets** | **Capability name** |  | **Description** | **Level**  |
| --- | --- | --- | --- | --- |
|  | 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 |
|  | Work Collaboratively | Collaborate with others and value their contribution | Adept |
|  | 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 | Advanced |
|  | 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 |