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| **Cluster** | Planning & Environment |
| **Agency** | Office of Environment & Heritage |
| **Division/Branch/Unit** | Communities and Greater Sydney Division / NABERS  |
| **Location** | Various |
| **Classification/Grade/Band** | Environment Officer Class 10 |
| **Role Number** | Generic |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | April 2019 |

Agency overview

The NSW Office and Environment and Heritage works to connect communities to conservation and culture to deliver great outcomes for the environment and heritage. For more information go[*www.environment.nsw.gov.au*](http://www.environment.nsw.gov.au)

Primary purpose of the role

Lead the development, implementation, delivery and evaluation of projects and programs for the Greater Sydney region, NABERS program.

# Key accountabilities

* Lead the development and implementation of effective and efficient programs and projects that achieve set resource efficiency, environmental, economic and/or social objectives.
* Ensure adherence to good practice program and project management principles, and actively seek to improve the effectiveness, efficiency of program design, delivery and the communication of outcomes.
* Ensure corporate and legislative responsibilities and requirements are met at all times.
* Maintain high level, up to date knowledge and skills in relevant areas and provide senior level input into the design and creation of tools and resources to achieve program and organisational objectives.
* Provide clear analysis of relevant issues and recommend appropriate solutions in a range of formats to internal and external stakeholders at various levels of authority, ensuring communication materials are drafted in accordance with government protocols.
* Mentor/supervise project staff and provide appropriate guidance to stakeholders to enable them to make informed choices.
* Embed an outcomes focused culture based on continual improvement and good practice evaluation principles in the development and delivery of programs.
* Demonstrate high level ethical and professional standards at all times.

Key challenges

* Developing, implementing and evaluating innovative and adaptable culture change programs which meet set objectives in a complex and changing environment, escalating issues when required.
* Managing a broad range of stakeholders with diverse goals and expectations to deliver collaborative outcomes which satisfy the needs of all parties.
* Identifying issues which threaten the achievement of team and organisational objectives and developing workable solutions for implementation.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager  | * Receive broad guidance, provide advice and exchange information, escalate issues.
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| Staff | * Lead, manage, coach and empower staff and project teams to develop professionally, be effective and meet and deliver on agreed performance outcomes as defined in corporate, strategic and business plans.
* Provide guidance and training to develop knowledge and an understanding of sustainability program goals and objectives.
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| **External** |  |
| Stakeholders | * Foster and maintain effective working relationships with key external stakeholders including the community, industry, and government and non-government organisations to facilitate information sharing and dissemination, engagement in sustainability programs and practices and ownership of effective program implementation.
* Represent and articulate NABERS interests on a range of forums to advise on operational activities and influence decision making processes whilst exercising judgement, discretion and confidentiality when representing OEH.
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# Role dimensions

## Decision making

The role sets own priorities within the parameters and directions of the work program, maintaining a degree of independence in developing a suitable approach in managing allocated projects, meeting agreed objectives and providing regular progress reports to the Manager.

## Reporting line

Reports to Senior Team Leader

## Direct reports

Project teams as allocated

## Budget/Expenditure

As per project allocated.

Essential requirements

Superior demonstrated knowledge of the operational and strategic requirements for successful delivery

of sustainability programs in the context of contemporary government policies processes and procedures and community attitudes.

Extensive experience in planning, implementing and evaluating environmental sustainability programs to achieve priority objectives.

Proven ability in influencing stakeholders to take action on delivering sustainability outcomes.

# 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** | **Adept** |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| Commit to Customer Service | Intermediate |
| **Work Collaboratively** | **Adept** |
| Influence and Negotiate | Adept |
|  | **Deliver Results** | **Adept** |
| Plan and Prioritise | Adept |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Intermediate |
| Technology | Adept |
| **Procurement and Contract Management** | **Advanced** |
| **Project Management** | **Advanced** |
|  | **Manage and Develop People** | **Intermediate** |
| Inspire Direction and Purpose | Intermediate |
| Optimise Business Outcomes | Intermediate |
| Manage Reform and Change | 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.

| 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
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| **Personal Attributes**Manage Self | Adept | * 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 a high level of personal motivation
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| **Relationships****Communicate Effectively** | Adept | * Tailor communication to the audience
* Clearly explain complex concepts and arguments to individuals and groups
* Monitor own and others’ non-verbal cues and adapt where necessary
* Create opportunities for others to be heard
* Actively listen to others and clarify own understanding
* Write fluently in a range of styles and formats
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| **Relationships**Work Collaboratively | Adept | * Encourage a culture of recognising the value of collaboration
* Build co-operation and overcome barriers to information sharing and communication across teams/units
* Share lessons learned across teams/units
* Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
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| **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
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| **Results**Think and Solve Problems | Adept | * Research and analyse information, identify interrelationships and make recommendations based on relevant evidence
* Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options
* Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
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| **Business Enablers**Procurement and Contract Management | Advanced | * Ensure that government and organisational policy in relation to procurement and contract management is implemented
* Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions
* Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures
* Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk
* Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes
* Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors
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| **Business Enablers**Project Management | Advanced | * Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts
* Access key subject-matter experts’ knowledge to inform project plans and directions
* Implement effective stakeholder engagement and communications strategy for all stages of projects
* Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans, and minimise impacts
* Manage transitions between project stages and ensure that changes are consistent with organisational goals
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| **People Management**Manage and Develop People | Intermediate | * Ensure that roles and responsibilities are clearly communicated
* Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks
* Develop team capability and recognise and develop potential in people
* Be constructive and build on strengths when giving feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolution of issues
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