

Role Description

Senior Business Coordinator



Regional
NSW

Cluster	Regional NSW
Department/Agency	Department of Regional NSW
Division/Branch/Unit	Regional Growth NSW Development Corporation
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	November 2023
Agency Website	www.rgdc.nsw.gov.au

Agency overview

The Department of Regional NSW is the central agency 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 (the Corporation) is established under the Growth Centres (Development Corporations) Act 1974 to lead the vision, strategic master-planning and delivery of the Government's Special Activation Precincts program to drive prosperity and growth across regional NSW.

Primary purpose of the role

The Senior Business Coordinator provides and assists in a range of high-quality business support services, undertakes project management and support activities to contribute to the development and delivery of a range of projects, including operational policy, procedure and system implementation and maintenance within established objectives.

Key accountabilities

- Provide a range of project management and support services including preparation of reports and briefs, coordinating resources, maintaining project documentation, and implementing and monitoring project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology.
- Manage and coordinate the collection and collation of information, prepare reports on business unit performance, and make recommendations to improve efficiency, cost management and service delivery.
- Undertake research, evaluation and analysis to identify emerging issues and prepare recommendations to resolve policy, process and system issues and inform operational activities.
- Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information to support operational requirements for the delivery of group activities.
- Develop, implement, review and update administrative systems, processes and policies to ensure compliance with agency standards, policies and procedures.
- Monitor and address complex and/or sensitive enquiries and issues, including those that are escalated, to ensure the timely and effective resolutions of issues.
- Coordination of operational requirements for the team, this includes, recruitment and onboarding, learning and development, ICT and reporting.

- Identify and contribute to the development and implementation of streamlined administrative and business processes, procedures and systems to support business priorities.

Key challenges

- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.

Key relationships

Internal

Who	Why
Director	<ul style="list-style-type: none"> Escalate issues, make suggestions and provide updates.
Direct Reports	<ul style="list-style-type: none"> Guide and manage performance. Facilitate meetings to obtain working group perspective and share information.
Clients/Customers	<ul style="list-style-type: none"> Manage expectations and provide services

External

Who	Why
Customers/Stakeholders	<ul style="list-style-type: none"> Monitor, direct and address enquiries

Role dimensions

Decision making

- Has autonomy to manage tasks and projects and co-ordinates the program/project either individually or participates within teams and manages individual priorities and performance.
- Exercises discretion in the approach and content of information, advice and recommendations provided and consults with the Director regarding issues or sensitivities.

Reporting line

Director

Direct reports

This role has 2 direct reports:

- Business Coordinator
- Project Support Officer

Budget/Expenditure

N/A

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

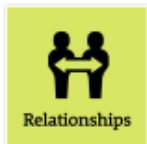
Focus capabilities

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• 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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Focus on key points and speak in plain English• Clearly explain and present ideas and arguments• Listen to others to gain an understanding and ask appropriate, respectful questions• Promote the use of inclusive language and assist others to adjust where necessary• Monitor own and others' non-verbal cues and adapt where necessary• Write and prepare material that is well structured and easy to follow• Communicate routine technical information clearly	Intermediate

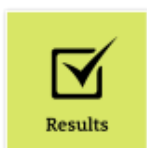


Commit to Customer Service

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

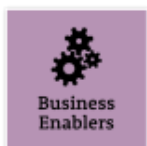


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate

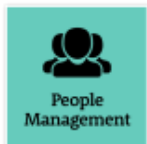


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept



Manage and Develop People







Engage and motivate staff, and develop capability and potential in others









- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

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.

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	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	Intermediate
	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
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational