

# Role Description

## Communications and Stakeholder Liaison Officer



Cluster	Department of Parliamentary Services
Agency	NSW Parliament
Group/Division/Branch	Capital Works Strategy & Delivery Branch
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	NA
PCAT Code	NA
Date of Approval	January 2021
Agency Website	<a href="http://www.parliament.nsw.gov.au">http://www.parliament.nsw.gov.au</a>

### Agency Overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS), Department of the Legislative Council (LC), and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, and the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the Heads of their respective House Departments. The House Departments are responsible for providing procedural advice to the Council and the Assembly, and their respective members, on parliamentary proceedings in each House and Committees; undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy & Delivery.

The Capital Works Strategy & Delivery Branch is led by the Director and includes the Capital Works project delivery teams.

### Primary purpose of the role

To assist in the delivery of the NSW Parliament Capital Works Program, through coordinating and supporting project communications as well as act as a key liaison point between both internal and external stakeholders and the capital project teams.

### Key accountabilities

- Consult with stakeholders in relation to communication requirements and contribute to the development and delivery of communication plans to support the Capital Works Program communication objectives
- Contribute to the development, design and production aspects of project communication and publications by coordinating appropriate content and images, researching, writing articles and reviewing content and timing for publication.

- Act as the primary liaison point between Capital Works and the Communication Officer, Communications, Engagement & Education and work in collaboration to develop and coordinate communications via varied channels to benefit and raise awareness of the Capital Projects being undertaken
- Coordinate stakeholder feedback to ensure enquiries are responded to appropriately by teams across the Capital projects as appropriate
- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes
- Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans
- Source, collate and compile data and information to identify emerging communication or project issues and track and report on project progress and follow-ups against established milestones and deliverables
- Assist the overall Capital Works program in undertaking a range of general administrative work including creating, managing and maintaining project registers, databases, electronic files and records to ensure compliance with government document management policy, processing invoices for payment and liaising with contractors and suppliers

## Key challenges

- Effectively liaise with stakeholders regarding complex and sensitive issues, in a way that the target audience can understand and relate to
- Develop and deliver communications on tight deadlines
- Balance departmental and stakeholder interests given the changing and challenging environment
- Ensure timely and accurate communications and engagement outcomes in a fast paced and complex environment and where numerous projects are being undertaken across numerous work sites in the Parliamentary precinct.

## Key relationships

Who	Why
<b>Internal</b>	
Senior Program Managers Strategy & Delivery	<ul style="list-style-type: none"> <li>• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes</li> <li>• Participate in meetings to represent work group perspective and share information</li> <li>• Participate in discussions and decisions regarding implementation of innovation and best practice</li> <li>• Receive guidance and direction on work to be completed including priorities</li> <li>• Discuss work allocated, providing updates on key issues and progress. Escalate issues as appropriate</li> </ul>
Project Managers	<ul style="list-style-type: none"> <li>• Provide advice and contribute to decision making regarding projects Communications</li> <li>• Work collaboratively to source and collate relevant information and provide information and advice to internal and external stakeholders</li> <li>• Receive guidance and provide regular updates on project communications, issues and priorities</li> </ul>

Who	Why
Project Team	<ul style="list-style-type: none"> <li>Support team members and work collaboratively to contribute to achieving project outcomes</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>Develop and maintain effective relationships and open channels of communication</li> <li>Exchange information and respond to enquiries</li> <li>Facilitate the delivery of timely and accurate communications</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>Develop and maintain effective, collaborative relationships and open channels of communication to facilitate the best outcomes for stakeholders</li> <li>Exchange information and respond to enquiries</li> </ul>

## Role dimensions

### Decision making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes operational priorities in consultation with the Manager.

### Reporting line

This role reports directly to the Senior Program Manager(s) Capital Works and works closely with all the project managers and their teams.

### Direct reports

There are no direct reports.

### Budget/Expenditure

Nil.

## Essential requirements

- Tertiary qualification in communications, public relations, business or media or a related field.
- Substantial experience and well developed skills in communications, media/communications formats, government relations or in a government environment or infrastructure setting
- Demonstrated expertise in working across multiple projects and managing multiple internal and external relationships/clients
- Highly developed interpersonal skills with a demonstrated ability to build strong stakeholder relationships both internally and externally

## 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
<div> Personal Attributes</div>	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Keep up to date with relevant contemporary knowledge and practices</li><li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li><li>• Show commitment to achieving challenging goals</li><li>• Examine and reflect on own performance</li><li>• Seek and respond positively to constructive feedback and guidance</li><li>• Demonstrate and maintain a high level of personal motivation</li></ul>	<b>Adept</b>
	<div> Relationships</div>	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Tailor communication to diverse audiences</li><li>• Clearly explain complex concepts and arguments to individuals and groups</li><li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li><li>• Share information across teams and units to enable informed decision making</li><li>• Write fluently in plain English and in a range of styles and formats</li><li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li></ul>
	<b>Commit to Customer Service</b> Provide customer-focused services in line with DPS values and organisational objectives	<ul style="list-style-type: none"><li>• Take responsibility for delivering high-quality customer-focused communication services</li><li>• Design processes and policies based on the customer's point of view and needs</li><li>• Understand and measure what is important to customers</li><li>• Use data and information to monitor and improve customer service delivery</li><li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li><li>• Maintain relationships with key customers in area of expertise</li><li>• Connect and collaborate with relevant customers within the community</li></ul>	<b>Adept</b>

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	<b>Adept</b>
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	<b>Intermediate</b>
 Business Enablers	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> <li>• Communicate the project's objectives and its expected benefits</li> <li>• Monitor the completion of project milestones against goals and take necessary action</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>	<b>Adept</b>

## FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve project communications strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	<b>Adept</b>

## 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	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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Foundational