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| **Cluster** | Premier and Cabinet |
| **Agency** | Public Service Commission |
| **Division/Branch/Unit** | Capability and Culture /Workforce Strategy and Capability |
| **Role number** | TBC |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Senior executive work level standards** | Not Applicable |
| **ANZSCO Code** | 224412 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2021 |
| **Agency Website** | [www.psc.nsw.gov.au](http://www.psc.nsw.gov.au)  |

Agency overview

The Public Service Commission (PSC) is headed by an independent Public Service Commissioner and is a separate agency under the Government Sector Employment Act 2013 (GSE Act) that supports the Commissioner in the exercise of his/her functions and powers.

The PSC leads the design, development and implementation of the full range of workforce management strategies - including workforce capability, recruitment and assessment, performance management, and strategic workforce planning - to enhance the effectiveness and efficiency of the NSW public sector workforce.

Primary purpose of the role

The Advisor – Workforce Strategy and Capability undertakes project work relating to the design, delivery and evaluation of Workforce Strategy and Capability programs and projects and supports the provision of advice to agencies on programs and initiatives to build an agile, outcomes-focused public sector workforce.

Key accountabilities

* Support the design, delivery and evaluation of evidence-based strategies and systems to support public sector workforce management in areas such as capability-based workforce design and planning; senior and non-executive employment; strategic workforce planning; organisation and role design; and change management.
* Support the project activities and key priorities related to workforce reform, the Capability Framework, targeted capability uplift and be a trusted advisor to the sector on the Government Sector Employment legislative system architecture.
* Co-create communications strategies and associated activities to promote the work of the Workforce Strategy and Capability branch for the PSC.
* Assist in the roll out of initiatives and programs as required to support collaboration and build capability across the PSC
* Build and maintain strong client relationships with key stakeholders through consultation and collaboration to provide responsive advice and service supporting branch outcomes.

Key challenges

* Managing work priorities effectively to complete project and other work within the required timeframes and to agreed standards.
* Keeping up to date with current and emerging best practice, Government policy, professional and statutory requirements.
* Developing and maintaining external and internal relationships and communications with key stakeholders.

Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal**  |   |
| Relevant Reporting Line Manager  | * Provide regular updates on key projects, issues and priorities
* Contribute to strategic planning, policy development and decision making
* Escalate issues, keep informed and receive instructions.
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| Work Team | * Participate and contribute to meetings and share information.
* Support the team, work collaboratively to contribute to achieving the team’s outcomes.
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| **External**  |   |
| External Stakeholders/ Customers  | * Address queries and/or redirect to relevant party for review and resolution.
* Contribute to a client-focused approach to service provision
* Provide advice to support decision-making and provide solutions to issues
* Establish networks to enable performance benchmarking and maintain currency in trends and developments
* Contribute to cross agency or whole of government projects/programs
* Actively manage the relationships with providers to ensure services and information is maintained in accordance with any agreements with a continued focus on improvements in accuracy and timeliness.
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# Role dimensions

## Decision making

The role operates with autonomy in determining day to day work priorities within the context of an agreed work plan and in making associated decisions. Decisions on complex issues or those with political impact are referred to a higher level of authority.

## Reporting line

The role reports to the relevant reporting line manager.

## Direct reports

Nil

## Budget/Expenditure

As per PSC financial delegations.

Essential requirements

* Appropriate tertiary qualifications or demonstrated, relevant, equivalent professional experience.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
|  | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Keep up to date with relevant contemporary knowledge and practicesLook for and take advantage of opportunities to learn new skills and develop strengthsShow commitment to achieving challenging goalsExamine and reflect on own performanceSeek and respond positively to constructive feedback and guidanceDemonstrate and maintain a high level of personal motivation | Adept |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| **Work Collaboratively**Collaborate with others and value their contribution | Build a supportive and cooperative team environmentShare information and learning across teamsAcknowledge outcomes that were achieved by effective collaborationEngage other teams and units to share information and jointly solve issues and problemsSupport others in challenging situationsUse collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when requiredComplete work tasks within set budgets, timeframes and standardsTake the initiative to progress and deliver own work and that of the team or unitContribute to allocating responsibilities and resources to ensure the team or unit achieves goalsIdentify any barriers to achieving results and resolve these where possibleProactively change or adjust plans when needed | Intermediate |
| **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | Understand the team and unit objectives and align operational activities accordinglyInitiate and develop team goals and plans, and use feedback to inform future planningRespond proactively to changing circumstances and adjust plans and schedules when necessaryConsider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goalsAccommodate 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 | Identify the facts and type of data needed to understand a problem or explore an opportunityResearch and analyse information to make recommendations based on relevant evidenceIdentify issues that may hinder the completion of tasks and find appropriate solutionsBe willing to seek input from others and share own ideas to achieve best outcomesGenerate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasingConduct delegated purchasing activities in line with proceduresWork with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements | 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 deliverablesContribute to developing project documentation and resource estimatesContribute to reviews of progress, outcomes and future improvementsIdentify and escalate possible variances from project plans | Intermediate |

# 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 |
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| **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 | Adept |
| 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 |
|  | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | 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 | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |