

Role Description

Director Corporate Services

Agency	IPART
Division/Branch/Unit	Corporate Services Group
Location	Sydney
Classification/Grade/Band	Band 1
Senior Executive Work Level Standards	Work Contribution Stream: Service/Operational Delivery
Role Number	
ANZSCO Code	111211
PCAT Code	3228311
Date of Approval	
Agency Website	http://www.ipart.nsw.gov.au

Agency overview

IPART provides independent regulatory decisions and advice to protect and promote the ongoing interests of the consumers, taxpayers and citizens of NSW. We act with integrity, earn trust and deliver excellence.

We are the independent regulator for the water, public transport, local government, electricity and gas industries and the Energy Savings Scheme in NSW. We also undertake reviews and investigations into a wide range of economic and policy issues and perform a number of other roles at the NSW Government's request.

IPART is a small standalone agency of around 140 people. It maintains its own corporate service functions, but these are partly integrated with the Customer Service Cluster (through integrated service offerings in finance, HR and IT) to enable IPART to leverage additional expertise efficiently.

Primary purpose of the role

The Director Corporate Services is responsible for leading and managing a small multi-disciplinary team including HR, ICT, Procurement, Risk, Finance, Internal Audit and Facilities responsible for customer focused Corporate Services that enable IPART to meet its objectives. The role provides timely, expert and strategic information and advice to IPART's CEO and senior executive team to facilitate effective decisions.

Key accountabilities

- Lead the strategic direction, planning, decision making and overall performance of the Corporate Services Division including HR, ICT, Procurement, Finance and Facilities to ensure corporate services align to business needs and organisational objectives.
- Lead the operation of the risk and internal audit function.
- Develop and implement a business partnering approach across Corporate Services and with the Customer Service Cluster (through the integrated service offerings) to ensure that it meets the businesses' needs.

- Build and develop collaborative relationships to partner with a range of stakeholders including industry teams and manage relationships effectively to balance conflicting priorities and influence decisions regarding financial management.
- Build and develop relationships with key external stakeholders including GovConnect and the Customer Service Cluster to ensure transparent service provision (where applicable), communication and collaboration regarding strategic issues.
- Lead and manage a small multi-disciplinary team of professional employees including providing direction, work allocation, professional development and performance management to ensure that staff deliver high quality outcomes and develop the capabilities to meet current and future needs.
- Direct the delivery of high quality strategic reporting and analysis to ensure the key strategic and operational decisions of IPART are informed by high quality information and to meet the external reporting requirements associated with the role.
- Oversee the development of partnering with members of IPART's senior executive team to identify targeted HR strategies and programs aligned to current and future business needs.
- Oversee the contract management of IPART's outsourced support functions including ICT, shared services, integrated services and facilities/accommodation, and oversee procurement and contract management advice and support to IPART's managers to ensure value for money outcomes aligned to public sector policy.
- Lead the communications function to plan and develop strategic internal and external communications, projects and services to deliver best practice and consistency and enhance the reputation of IPART.
- Lead the development, implementation and maintenance of corporate policies, procedures and systems to ensure compliance with all legislative, administrative and professional requirements.
- Participate as a member of the Executive Leadership team and contribute to organisational decision making, planning and continual improvement to efficiently and effectively deliver programs that support organisational priorities.

Key challenges

- Building a customer-focused, business partnering culture, focused on continuous improvement to support the needs of the CEO, senior executive team, managers and industry teams to facilitate IPART delivering its work program.
- Overseeing the implementation and management of IPART's integration with the Customer Service Cluster for certain services, including finance, HR and IT while ensuring seamless service delivery.
- Determining optimal models of service delivery and implementing improvements in the context of diverse internal and external stakeholder expectations.

Key relationships

Who	Why
Internal	
Chief Executive Officer	<ul style="list-style-type: none"> • Provide specialist expert advice and recommendations which influence planning, decision making, and issues management. • Negotiate budgets and resources consistent with strategic plans and goals. • Identify emerging issues/risks related to operational or service issues and identify their implications and propose solutions

	<ul style="list-style-type: none"> • Report on performance against budget and potential variations • Achieve endorsement of strategic and corporate plans and goals
Senior Executive Team	<ul style="list-style-type: none"> • Provide strategic advice, guidance, assistance and support to inform, develop and execute business strategies.
Direct Reports	<ul style="list-style-type: none"> • Guide, support, coach, mentor and manage performance • Review work and proposals to ensure integrity and accountability of decision making • Provide own perspective and share information • Work collaboratively with, inspire and motivate
Staff	<ul style="list-style-type: none"> • Inspire and motivate, provide direction and manage performance and development. • Act as a role model to lead exemplary customer focused corporate and support services.
External	
Vendors/ Service Providers	<ul style="list-style-type: none"> • Negotiate and manage contracts and service agreements. • Monitor performance standards and service outcomes to ensure the high quality and effectiveness of delivery of services.
Department of Customer Service	<ul style="list-style-type: none"> • Integrate and cooperate on provision of Corporate Services functions
Other Government agencies	<ul style="list-style-type: none"> • Provide and receive information to fulfil reporting requirements. • Seek/maintain specialist knowledge and keep abreast of changes to relevant legislative requirements. • Establish strategic partnerships and build collaborative working relationships with key government stakeholders.

Role dimensions

Decision making

The role sets the Corporate Services group's strategies and directions, and allocates priorities and resources within Corporate Services. The role is a member of the Executive Leadership team and contributes to organisational decision making, planning and continual improvement. The role is fully accountable for the quality, integrity and validity of information and advice provided.

Reporting line

This role reports to Chief Operating Officer

Number of reports

6 to 7 (total team size around 15 FTE)

Budget

TBC

Essential requirements






- Relevant tertiary qualifications or extensive equivalent experience in business or public administration.
- Demonstrated experience in senior executive level in Corporate Services for a diverse, complex organisation.
- Substantial knowledge of Industrial relations, human resource management, administrative practices in Government, management systems and Corporate Services.

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

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
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity	Adept
 Relationships	Communicate Effectively	Highly Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Advanced
	Technology	Adept
	Procurement and Contract Management	Highly Advanced
	Project Management	Advanced
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Highly Advanced
	Manage Reform and Change	Advanced

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 Manage Self	Advanced	<ul style="list-style-type: none"> • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships Communicate Effectively	Highly Advanced	<ul style="list-style-type: none"> • Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences • Speak in a highly articulate and influential manner • State the facts and explain their implications for the organisation and key stakeholders • Promote the organisation's position with authority and credibility cross-government, cross-jurisdictionally and outside of government • Actively listen, and identify ways to ensure all have an opportunity to contribute • Anticipate and address key areas of interest for the audience and adapt style under pressure
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and within external stakeholders

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Business Enablers Procurement and Contract Management	Highly Advanced	<ul style="list-style-type: none"> • Ensure that whole-of-government approaches to procurement and contract management are integrated into the organisation's policies and practices • Ensure that effective governance processes are in place for the organisation's provider, supplier and contractor management, tendering, procurement and contracting policies, processes and outcomes • Monitor and evaluate both compliance and effectiveness of procurement and contract management within the organisation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Optimise Business Outcomes	Highly Advanced	<ul style="list-style-type: none"> • Ensure that organisational architecture is aligned to the organisation's goals and responds to changes over time • Engage in strategic workforce planning, and strategic resource utilisation to ensure achievement of both the organisation's aims and goals and government's objectives • Align workforce resources and talent with organisational priorities