

Role Description

Senior Advisor, Specialist Capability Network (SCN)

Role Description Fields	Details
Cluster	Premier and Cabinet
Department/Agency	Premier's Department
Division/Branch/Unit	People & Workforce Group / Specialist Capability Networks
Role number	TBC
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	521111
PCAT Code	1337292
Date of Approval	October 2024
Agency Website	https://www.nsw.gov.au/premiers-department

Agency overview

The Premier's Department is connecting to deliver from the heart of government.

- Leads the NSW public service by fostering a culture of service and collaboration, promoting strong public sector performance and promoting the voice of Aboriginal people and communities across the sector.
- Ensures a whole of government response to urgent issues and crises by coordinating cross-agency responses to support our communities when they need it most.
- Delivers government priorities and election commitments, including complex, multi-agency projects.

For more information go to <https://www.nsw.gov.au/premiers-department>

Primary purpose of the role

This role will manage and coordinate the design and implementation of a cross-sector Specialist Capability Network (SCN) that connects NSW public sector teams with inhouse advisory capabilities to drive cross-sector insourcing and enhance public sector outcomes.

Key accountabilities

- Project manage commissioning processes to scope and agree on SCN projects with clients and partners. Projects may include program evaluation, modelling, business case or other advisory services that are procured by government departments and agencies.
- Provide expert technical and consulting advice to SCN clients, including problem definition, scoping and work allocation for various stakeholders across NSW Government.
- Develop and maintain strategic relationships with key stakeholders, facilitating their engagement in, and contribution to, the development of the SCN.
- Collect, analyse, and interpret complex data to generate insight and provide expert advice to enable informed decisions.
- Analyse alternative solutions using best practice methods that may lead to business improvements in line with organisational strategies and operational plans.

- Prepare high quality, accurate and timely written advice including reports, publications, briefs and correspondence or other collateral, that are informative and aligned with agency requirements, in response to Agency and/or Government requests.

Key challenges

- Ensuring consistency of advice and processes across a range of government portfolios and topics.
- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests and communicating complex challenges to these stakeholders.
- Remaining agile and responsive in a fast paced and dynamic work environment, whilst balancing competing priorities.

Key relationships

Internal

Who	Why
Associate Director (Manager)	<ul style="list-style-type: none"> • To work collaboratively on processes, projects, insights, policies and support of key stakeholders • Receive guidance and instruction, seek clarification and advice, and report on progress against work plans. • Identify emerging issues/risks, escalate issues and provide options for potential solutions
Work team	<ul style="list-style-type: none"> • Provide input, support and advice to colleagues and to contribute to team outcomes • Participate in meetings, share information and provide input on issues • Develop and maintain effective working relationships and open channels of communication.
Internal Stakeholders	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.

External

Who	Why
Other NSW Government/Commonwealth Agencies	<ul style="list-style-type: none"> • To build productive working relationships with SCN stakeholders • Resolve and provide solutions to issues, ensuring the Executive is apprised of emerging issues.
Private entities, Community organisations, Academic and Research partners	<ul style="list-style-type: none"> • Develop and maintain effective relationships to enable liaison, consultation, engagement and exchange of information for SCN projects and problems.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality,

deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Decisions referred to a supervisor include:

- Any decision that will substantially alter the outcomes, quality or timeframe of a project.
- Any decision that will substantially impact client or partner perception of the SCN and its performance.
- Major policy issues or conflicts arising during projects and other duties.
- Matters requiring a higher delegated authority such as SCN commissioning process gateways, approval for expenditure, appropriation of resources and/or travel.

Reporting line

This role accounts and reports to the Associate Director, Specialist Capability Network.

Direct reports

This role has no direct reports.

Budget/Expenditure

Budget and expenditure will be in line with the Department delegations.

Key knowledge and experience

- Demonstrated experience in managing consulting engagements or in-house NSW government advisory services that require superior multi-tasking skills.
- Demonstrated ability in servicing clients or stakeholders through productive working relationships.
- Adept at scoping programs of work that will solve complex problems.
- Adept at synthesising and communicating insights from large volumes of data or information.

Essential requirements

- Appropriate tertiary qualifications or equivalent, relevant professional experience and training.

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
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 <p>Personal Attributes</p>	<p>Act with Integrity Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 <p>Personal Attributes</p>	<p>Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<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
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept



Work Collaboratively

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced



Deliver Results

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

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



Project Management

Understand and apply effective planning, coordination and control methods






- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects





Adept

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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate

 <p>Results</p>	<p>Demonstrate Accountability</p>	<p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<p>Intermediate</p>
 <p>Business Enablers</p>	<p>Finance</p>	<p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<p>Intermediate</p>
 <p>Business Enablers</p>	<p>Technology</p>	<p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<p>Intermediate</p>
 <p>Business Enablers</p>	<p>Procurement and Contract Management</p>	<p>Understand and apply procurement processes to ensure effective purchasing and contract performance</p>	<p>Intermediate</p>