

Role Description

Senior Governance and Information Requests Officer



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	Legal and Governance/ Governance
Location	TBC
Classification/Grade/Band	Clerk Grade 9/10
Role Family	Bespoke/ Regulatory & Compliance. Deliver
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	November 2020
Agency Website	www.drnsw.nsw.gov.au

Agency Overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is 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.

Primary purpose of the role

The Senior Governance and Information Requests Officer is responsible for managing and administering GIPA applications as well as providing expert advice to managers and staff on information requests and privacy matters. The Senior Governance and Information Requests Officer also provides support and assistance to the Manager, Governance and Information Requests in governance related matters.

Key accountabilities

- Manage, administer and make decisions regarding GIPA applications in accordance with policy and legislative requirements ensuring that decisions are capable of withstanding rigorous external scrutiny.
- Maintain and review the Department's proactive release program, publication guide and open access information register on the website as required by the GIPA Act.
- Monitor the implementation of the GIPA Act and provide information and advice to the Manager, Governance and Information Requests on emerging issues such as impact on workload and cost, implications for policy development and the publication of information.
- Maintain records and statistical information including disclosure log, records of all open access information that is not published because of an overriding public interest against disclosure and records of informal release as required by the GIPA Act.

- Handle internal and external reviews of decisions and complaints about conduct in exercising functions under the GIPA Act.
- Investigate complaints of breach of privacy, ensuring that Privacy NSW is kept informed throughout the process and advised of recommendations made in response to the complaints.
- Provide confidential and timely advice to managers and staff in relation to Right to Information, Privacy and Personal Information Protection, Complaints handling and requests for information consistent with legislation and Government and Departmental policy.
- Provide support to the Manager, Governance and Information Requests to enable the provision of briefs, information and reports for the Minister, Director General, Executive and Corporate Counsel & Practice Manager regarding governance and information related matters, complaints, public interest disclosures, Standing Order 52 and responding to ICAC and Ombudsmen notices.

Key challenges

- Formulation of sound decisions regarding GIPA applications in accordance with policy and legislative requirements.
- High attention to detail and ability to manage conflicting priorities in a complex, high volume environment.
- Communicate information to a variety of stakeholders through written reports and briefs.

Key relationships

Who	Why
Internal	
Manager, Governance and Information Requests	<ul style="list-style-type: none"> • Provide sound information and advice regarding GIPA, issues, status of applications. • Provide support and assistance to enable provision of briefs, information and reports.
Managers and staff	<ul style="list-style-type: none"> • Provide accurate and timely advice and support regarding GIPA and requests for information. • Provide information regarding agency and sector wide policies and legislation. • Ensure compliance with agency and sector policies and legislation.
Legal and Governance and Information Unit	<ul style="list-style-type: none"> • Work collaboratively to achieve business outcomes for the Department. • Participate in discussions and decisions regarding implementation of innovation and best practice.
External	
Government and other agencies	<ul style="list-style-type: none"> • Liaise with other Government agencies including the Information and Privacy Commissioners, the NSW Ombudsman and Department of Premier and Cabinet regarding complaints, inquiries, appeals and reviews under GIPA and Privacy Legislation and other information and governance related matters.
Applicants and third parties	<ul style="list-style-type: none"> • Significant consultation and negotiation with GIPA applicants and third parties on requests for information.

Role dimensions

Decision making

- Makes day to day decisions regarding GIPA applications and consults with the Manager, Governance and Information Requests when required.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times.
- Exercises discretion in determining the approach to work undertaken and is responsible for interpretation, recommendations made and delivering client and departmental outcomes. Seeks advice and clarification from the Manager, Governance and Information Requests as required.

Reporting line

The role reports to the Manager, Governance and Information Requests.

Direct reports

The role does not have direct reports.

Budget/Expenditure

Nil

Essential requirements

- Thorough knowledge and understanding in the application of the Government Information (Public Access) Act 2009.
- Sound knowledge of good governance principles.

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<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
	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"> • 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
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs 	Intermediate

	<ul style="list-style-type: none"> • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	
Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	Adept
 Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
Demonstrate Accountability	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions 	Adept

- Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines
- Ensure that own actions and those of others are focused on achieving organisational outcomes
- Exercise delegations responsibly
- Understand and apply high standards of financial probity with public monies and other resources
- Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
- Conduct and report on quality control audits
- Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

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			
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	Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Business Enablers	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,	Intermediate

