

Role Description

Ministerial Liaison Officer



Treasury

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|---------------------------|---|
| Cluster | The Treasury |
| Agency | NSW Treasury |
| Division/Branch/Unit | Corporate / Executive and Ministerial Services / Ministerial Services |
| Location | Sydney CBD |
| Classification/Grade/Band | Grade 7/8 |
| Kind of Employment | Temporary |
| ANZSCO Code | 224711 |
| PCAT Code | 1221592 |
| Date of Approval | October 2019 |
| Agency Website | https://www.treasury.nsw.gov.au |

Why NSW Treasury

As the NSW Government's principal financial and economic adviser, Treasury's role is to enable the Government to deliver its promise to the people of New South Wales that the State will always be a great place to live and work!

As part of our vision to become a World Class Treasury, we believe Treasury has a primary role in supporting and investing in our key partners (service delivery clusters). Our responsibility includes lifting financial management capability and culture across the sector and support the NSW Government's commitment to achieving significant and sustainable financial management improvement.

Look at the NSW Treasury website for further information about our structure and functions:

<https://www.treasury.nsw.gov.au/about-treasury/about-nsw-treasury>

The Team

The Ministerial Services unit ensures Treasury advice and correspondence is accurate, compliant and timely. EMS is responsible for providing advice and support to Treasury (including the Executive), the Treasurer and the three cluster Ministers within the Treasury portfolio.

Primary purpose of the role

- Provide ministerial support services to the Associate Director Ministerial Services; Office of the Secretary; Senior Management; and the Offices of the Treasurer, the Deputy Premier; Minister for Finance and Small Business, and Minister for Jobs, Investment, Tourism and Western Sydney to ensure the provision of accurate and timely responses and advice related to Ministerial and departmental correspondence, briefs, inquiries and requests for information.

- Assist in the management of the day to day relationship between NSW Treasury; the Treasurer's and Minister's offices; and the Treasury Secretary on all ministerial and other information requests.
- Contributes to the effective management of Treasury's systems and processes relating to correspondence and advice.

Key accountabilities

- Assess and assign incoming ministerial and departmental correspondence, briefings and inquiries for internal advice and response.
- Review and edit ministerial correspondence to ensure it is of high quality, timely and meets the language and style requirements of the Treasurer. Support action officers to meet relevant deadlines and identify when additional advice or support is required.
- Coordinate and prepare management reports relating to correspondence and briefings.
- Maintain Treasury procedural document about Ministerial Correspondence. Review established processes and procedures to ensure continuous improvement.
- Develop and maintain effective relationships with Treasury staff (including senior staff) and the Treasurer's Office and other Minister's Offices within the cluster.
- Provide support and assistance across the Executive and Ministerial Services unit as required.

Key challenges

- Working in a high-pressure environment where there is a requirement to make quick informative decisions within a limited timeframe
- Keep informed of government policies, priorities and events e.g. preparation for the State Budget, Commissions of Audit etc.
- The performance of the Ministerial Services unit affects Treasury's performance with stakeholders. This is high profile role and any failure is high risk, with a requirement for strict compliance and high quality.
- Ensuring quality, accuracy and version control in an environment that is often high volume and fast paced.
- Building and maintaining strong relationships with all NSW Treasury; Treasurer's and cluster Minister's Offices; the Office of the Secretary; and other NSW government agencies.
- Possessing excellent record-keeping and time management skills, efficient work practices and the ability to plan work program to achieve deadlines.
- Collaboration to meet deadlines including negotiation and networking with senior/executive staff.

Key relationships

| Who | Why |
|--|--|
| Internal | |
| Associate Director, Ministerial Services | Escalate issues, keep informed, advise and receive instructions. |
| Senior Leaders | Effectively communicate and progress issues up and down the management chain with regards to correspondence. |
| EMS Colleagues | Ensure knowledge sharing and continuous improvement. |

| Who | Why |
|--|--|
| NSW Treasury | Effectively communicate issues within NSW Treasury and the Treasury Cluster to ensure the Treasurer and cluster Ministers are provided with comprehensive advice. |
| External | |
| Key external stakeholders, including the Treasurer's office and cluster Minister's offices, senior agency executives and diverse professional organisations. | Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, and engagement. Consult with well-informed and experienced officers when developing solutions and processes |

Role dimensions

Decision making

This role:

- Recognises when to make decisions and ask relevant questions; and when to escalate an issue
- Undertakes objective systematic analysis and draws accurate conclusions based on evidence

Reporting line

This role reports to the Associate Director, Ministerial Services.

Essential requirements

- Experience in Government processes, and knowledge of the Treasury portfolio and the role of Executive Government.
- Highly organised with the ability to multi-task and, plan and to manage work processes involving multiple stakeholders to meet deadlines.
- Ability to anticipate stakeholder needs and use initiative to identify and proactively avoid risks and issues developing.
- Excellent record keeping skills with attention to detail and a high level of accuracy.
- Resilient, with high level information gathering, negotiation and communication skills.
- Excellent written and verbal communication skills.


Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees.

The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/capability-framework/nsw-public-sector-capability-framework>

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

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 Act with Integrity | Adept | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour |
| Relationships Communicate Effectively | Adept | <ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats |
| Results Plan and Prioritise | Adept | <ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly |
| Business Enablers Technology | Intermediate | <ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |