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| --- | --- |
| **Cluster** | Planning, Industry & Environment |
| **Agency** | Environment, Energy and Science |
| **Division/Branch/Unit** | Biodiversity and Conservation Division/Saving our Species |
| **Location** | Various |
| **Classification/Grade/Band** | Environment Officer Class 9 |
| **Role Number** | Generic |
| **ANZSCO Code** | 225311 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | June 2016 |

Agency overview

The Planning, Industry and Environment Cluster brings together the functions from the former Planning & Environment and Industry Clusters.

The new Cluster will drive for greater levels of integration and efficiency across key areas such as long term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. In particular, there will be a redoubling of emphasis on regional NSW.

Primary purpose of the role

Coordinate and implement delivery of high quality and cost effective operational community engagement strategies and approaches that promote awareness of community engagement programs and optimise program outcomes in response to identified customer needs.

# Key accountabilities

* Coordinate the delivery of high quality and cost effective community engagement strategies and approaches that promote regional community engagement programs optimised for identified customer needs for Threatened Species
* Provide advice and direction as to commercially viable and marketable community engagement strategies and approaches that proactively position the Environment, Energy & Science as a leader in community engagement and facilitate enhanced participation in the SoS program.
* Manage and drive the development and implementation of community engagement strategies and approaches to meet and deliver on priority regional and state-wide program outcomes. Review, evaluate and measure ongoing effectiveness and make recommendations for improvement.
* Influence effective community engagement program design and delivery by researching and identifying the specific issues, needs and interests of target audiences through timely and relevant consultation mechanisms.
* Identify and recommend pertinent issues impacting on future community engagement strategies, approaches and programming.
* Provide technical input into the accurate and timely preparation of reports, submissions, briefing notes and ministerial correspondence on a range of issues including contentious or politically sensitive issues often involving significant financial implications and government credibility. Ensure documentation is drafted in accordance with government protocols.
* Provide advice and make recommendations to management on the development and implementation of effective and high quality regional community engagement strategies, initiatives and programs.
* Support effective project management of multidisciplinary teams by preparing and submitting high quality project plans and briefs to management, organising priorities, resource management, ongoing monitoring of milestone achievement, standards and committee outcomes, project evaluation and drafting and presenting of timely status reports, and project delivery within scope, budget and timeframes.

Key challenges

* Enlisting the cooperation of key internal and external stakeholders in a politically and socially sensitive context to ensure positive community engagement outcomes.
* Understanding the complexities of impacting issues in the operating context and developing, recommending and implementing innovative and conceptual practical solutions.
* Developing and maintaining an awareness of customer needs and expectations, and adapting programs so that they engage a diverse range of customers.
* Developing effective methods to measure, evaluate and review engagement strategies and outcomes

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise and receive instructions * Provide administration support to Management |
| Work Team | * Participate as a member to deliver the agency’s mission, strategies, plans and key priorities from a strategic planning perspective |
| Internal Forums | * Establish co-operative working arrangements with other teams to ensure effective capture, sharing, and collation and information * Represent the team on a range of forums |
| **External** |  |
| Key External Stakeholders | * Maintain cooperative and productive working relationships including with landholders, resource managers and regulatory agencies, to ensure work undertaken is consistent with the needs and directions of the Region and the community. * Work with volunteers and contractors to meet and deliver on agreed project outcomes |
| Range of forums including committees and working groups | * Provide representation, technical advice and information |

# Role dimensions

## Decision making

The role operates with some level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

## Reporting line

The role reports to the allocated Manager.

## Direct reports

Nil.

## Budget/Expenditure

Nil.

Essential requirements

Current Australian Drivers licence.

# 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](http://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** |
|  | Display Resilience and Courage | Adept |
| Act with Integrity | Intermediate |
| Manage Self | Intermediate |
| **Value Diversity** | **Adept** |
|  | **Communicate Effectively** | **Adept** |
| **Commit to Customer Service** | **Adept** |
| Work Collaboratively | Intermediate |
| **Influence and Negotiate** | **Intermediate** |
|  | Deliver Results | Intermediate |
| **Plan and Prioritise** | **Adept** |
| Think and Solve Problems | Intermediate |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| Technology | Foundational |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Adept** |

## 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**  Value Diversity | Adept | Seek to promote the value of diversity for the organisation  Recognise and adapt to individual differences and working styles  Support initiatives that create an environment in which diversity is valued |
| **Relationships**  Communicate Effectively | Adept | 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 |
| **Relationships**  Commit to Customer Service | Adept | Take responsibility for delivering high quality customer-focused services  Understand customer perspectives and ensure responsiveness to their needs  Identify customer service needs and implement solutions  Find opportunities to co-operate with internal and external parties to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant stakeholders within the community |
| **Relationships**  Influence and Negotiate | Intermediate | Utilise facts, knowledge and experience to support recommendations  Work towards positive and mutually satisfactory outcomes  Identify and resolve issues in discussion with other staff and stakeholders  Identify others’ concerns and expectations  Respond constructively to conflict and disagreements  Keep discussion focused on the key issues |
| **Results**  Plan and Prioritise | Adept | 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**  Project Management | Adept | Prepare clear project proposals and define scope and goals in measurable terms  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Prepare accurate estimates of costs and resources required for more complex projects  Communicate the project strategy and its expected benefits to others  Monitor the completion of project milestones against goals and initiate amendments where necessary  Evaluate progress and identify improvements to inform future projects |