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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water/ Regional Water Strategies |
| **Location** | Negotiable |
| **Classification/Grade/Band** | Grade 9/10 |
| **Role Family** | Bespoke/ Communications & Engagement/ Deliver |
| **ANZSCO Code** | 225311 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 2016 (updated July 2021 and July 2019) |
| **Agency Website** | http://www.dpie.nsw.gov.au |

**About the Department of Planning, Industry and Environment**

**Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.**

The Water Group leads the NSW Government in providing confidence to communities and stakeholders with the transparent stewardship of water resources, provision of services and reforms that support sustainable and healthy environments, economies and societies across NSW.

Primary purpose of the role

The Senior Stakeholder Relations Officer works within the Program Management Office of the Water Strategies Division and supports, enables and advises the on Strategies division project and program and Executive in the engagement of stakeholders across NSW. The role will develop and implement stakeholder engagement strategies (both regional and Statewide), undertake and implement stakeholder engagement planning, develop effective communication materials and engage with stakeholders.

**Key accountabilities**

* Develop and manage an internal and external stakeholder engagement strategy and plans and facilitate their integration into the development of strategy division projects and programs
* Support the implementation of the stakeholder engagement plans including the planning and execution of stakeholder events, correspondence, creation of appropriate documentation and the recording and analysis of feedback
* Coordinate and develop a communications program in support of strategy division projects and programs to deliver improved stakeholder engagement and customer service to enhance communication with key stakeholders and water users
* Assist teams to develop communications material
* Assist in the preparation of written briefings, reports, submissions and correspondence to a State and National audience, as well as Ministerial briefing papers and correspondence the department’s position on a range of programs and initiatives
* Contribute to the development of innovative communications web-based and social media platforms

Key challenges

* Delivering stakeholder engagement planning and undertaking stakeholder engagement to tight deadlines while balancing competing demands to deliver a range of project, administrative and secretariat communication deliverables, with multiple stakeholders from across the NSW Government.
* Using discretion and good judgement to deal with complex and sensitive issues, liaising effectively with committees and working groups when formulating communication initiatives.
* Maintaining a thorough and current understanding of issues that may impact on Strategy division projects and programs and NSW Government direction.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager – Water Strategies PMO | * Work collaboratively with, receive guidance from and provide regular updates on key community engagement initiatives, events, issues and priorities |
| Project and Program teams | * Work collaboratively with team members to achieve common goals, inform a multi-disciplinary approach to communications and community engagement strategies |
| Water Strategies Executive and managers | * Collaborating on strategy development for stakeholder communications material and coordinated engagement, submission of briefs and advice, and management of significant projects and/or issues. * Liaise with Executive and management to provide advice on an integrated communications and stakeholder management strategy, planning and delivery |
| Communication and Stakeholder Engagement team | * Coordinate messaging and activities through DPIE Communications and Stakeholder Engagement to ensure consistency with the DPIE objectives, strategies and communication activities |
| **External** |  |
| Multiple inter agency and inter jurisdictional working groups | * Associated with meeting organisation and coordinating information flow. * Developing responses on behalf of working groups ensuring consistency and accuracy of communications and alignment with advice of any relevant committees and working groups. * Communicating outcomes associated with Government decisions with regard to industry reforms to the general public by contributing to media releases, web contact and publications. |
| Government agencies and local government, and other stakeholders | * Consistently and appropriately partnering and providing advice with regard to NSW Government direction for consistent messaging regarding strategic plan development, stakeholder engagement and program implementation, to engender support and provide clear information to stakeholders |

# Role dimensions

## Decision making

* Makes day to day decisions regarding tasks in accordance with agreed actions and identified outcomes.
* Deals with confidential, sensitive and/or contentious matters.
* Advises management and teams on effective and efficient stakeholder engagement approaches
* Builds networks throughout the department and with cluster and government entities.

## Reporting line

## Manager – Water strategies PMO

## Direct reports

Nil

## Budget/Expenditure

Nil

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | 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 |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Take responsibility for delivering high-quality customer-focused services  Design processes and policies based on the customer’s point of view and needs  Understand and measure what is important to customers  Use data and information to monitor and improve customer service delivery  Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant customers within the community | Adept |
| **Work Collaboratively**  Collaborate with others and value their contribution | | 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 | | 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 and differences  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  Anticipate and minimise conflict within the organisation and with external stakeholders | 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 |
| **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Understand the team and unit objectives and align operational activities accordingly  Initiate and develop team goals and plans, and use feedback to inform future planning  Respond proactively to changing circumstances and adjust plans and schedules when necessary  Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals  Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | Be proactive in taking responsibility and being accountable for own actions  Understand delegations and act within authority levels  Identify and follow safe work practices, and be vigilant about own and others’ application of these practices  Be aware of risks and act on or escalate risks, as appropriate  Use financial and other resources responsibly | Intermediate |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | 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** |
|  | 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 |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
|  | Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |