

# Role Description

## Senior Secretariat Officer



Planning,  
Industry &  
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry and Environment
Division/Branch/Unit	Legal & Governance   Governance
Location	Sydney
Role number	Generic
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511112
PCAT Code	1111592
Date of Approval	March 2020
Agency Website	<a href="http://www.dpie.nsw.gov.au">www.dpie.nsw.gov.au</a>

### Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives 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. There is a strong emphasis on regional NSW.

### Primary purpose of the role

The Senior Secretariat Officer contributes to the delivery of a customer focused high level professional secretariat practice for key Departmental meetings and committees that support the achievement of governance and assurance arrangements across the Department.

### Key accountabilities

- Manage and oversee end to end meeting planning, development and implementation for a group of committees including: production of meeting and reporting schedules, coordination of Committee meeting paper preparation and publication, managing budgets, and meeting reporting requirements, to ensure Secretariat outcomes are achieved on time and to quality standards.
- Establish and maintain stakeholder relationships through effective communication, collaboration, negotiation and issues management to engage stakeholders and strengthen governance practices across all entities.
- Monitor and evaluate all aspects of the Secretariat service offering, to identify issues, and assess and adapt Secretariat protocols to achieve planned outcomes.
- Manage project deliverables across Cluster agencies, ensuring compliance with governance and quality protocols, to successfully deliver Secretariat milestones and outcomes.
- Undertake research and formulate recommendations to inform evidence based planning and decision making.

- Provide expert advice and information to stakeholders on emerging issues to support continuous improvement of governance capability for Secretariat entities.
- Manage process to collate quality reports and communications to ensure a high standard of stakeholder engagement.

## Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- Achieving quality standards, deadlines and milestones, given the need to simultaneously coordinate and deliver support to committees which are often complex and interconnected.

## Key relationships

Who	Why
<b>Internal</b>	
Manager/Supervisor	<ul style="list-style-type: none"> <li>• Receive guidance and provide regular updates on key projects, issues and priorities.</li> <li>• Provide advice and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> </ul>
Stakeholders (entity SMEs)	<ul style="list-style-type: none"> <li>• Provide expert advice on project related issues.</li> <li>• Report and provide updates on project progress.</li> <li>• Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation</li> </ul>
<b>External</b>	
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>• Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements.</li> <li>• Consult, provide and obtain information, negotiate required outcomes and timeframes.</li> <li>• Resolve and provide solutions to issues.</li> </ul>

## Role dimensions

### Decision making

The Senior Secretariat Officer:

- has primary responsibility for managing support to a group of committees, including managing the end to end meeting planning processes.
- receives advice and guidance from the Manager, Secretariat but has primary responsibility to plan and prioritise work within the overall agreed program to address competing deadlines, identification and mitigation of risks to those deadlines, often within agreed protocols.
- works within applicable legislation, Government sector and Department policy, regulatory and procedural frameworks to support preparation of quality meeting papers to support committees meet their charter obligations.

## Reporting line

Role reports to the Manager, Secretariat.

## Direct reports

Nil

## Budget/Expenditure

Nil

## Key knowledge and experience

- Qualification in a relevant field and/or equivalent relevant experience.
- Understanding of relevant statutory requirements and public sector policies and standards relating to audit and governance practices, including Treasury policies TPP15-03 and TPP16-02.
- Advanced minute taking skills for Boards and Committees.

## Essential requirements

Nil

## 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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
	 <b>Relationships</b>	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	Adept <ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>
	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> <li>• Use facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements and be open to compromise</li> <li>• Keep discussions focused on the key issues</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	Adept
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept

## FOCUS CAPABILITIES



Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Project Management</b>		
	Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> <li>• Communicate the project's objectives and its expected benefits</li> <li>• Monitor the completion of project milestones against goals and take necessary action</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>	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.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 <b>Personal Attributes</b>	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 <b>Relationships</b>	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 <b>Results</b>	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 <b>Business Enablers</b>	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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate