

# Role Description

## Communications and Stakeholder Liaison Officer



Department of  
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	DPI / Biosecurity and Food Safety
Location	Negotiable
Classification/Grade/Band	Clerk Grade 7 / 8
Role Family ( <i>internal use only</i> )	Adapted / Communications and Engagement / Deliver
ANZSCO Code	
PCAT Code	
Date of Approval	September 2020
Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### 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.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector

### Primary purpose of the role

To assist in the delivery of the NSW Khapra Beetle Response Program, involving meeting project milestones and liaising with both internal and external stakeholders.

### Key accountabilities

- Communicating information clearly, informatively and in a way that the target group can understand.
- Develop communications, training and awareness materials for the NSW Khapra Beetle Response Program
- Use the appropriate tool to prepare and deliver plant biosecurity awareness to clients efficiently and effectively
- In conjunction with your manager, maintain editorial control over all khapra beetle response program publications to ensure key messages are communicated clearly and effectively

- Draft departmental reports, briefings and correspondence in a timely and succinct manner to ensure information is conveyed, advice is given and informed decisions can be made on plant pests and plant biosecurity issues
- Provide accurate advice to Department staff, industry and members of the public in an effective and timely manner that maintains or enhances the reputation of NSW plant biosecurity operations across the state

## Key challenges

- Effectively liaise with stakeholders and community regarding complex and sensitive biosecurity issues, in a way that the target audience can understand and relate to
- Deliver results on tight deadlines
- Balance departmental and stakeholder interests given the changing and challenging biosecurity environment

## Key relationships

Who	Why
<b>Internal</b>	
Khapra Beetle Response Program Leader	<ul style="list-style-type: none"> <li>• Receive guidance and direction on work to be completed including priorities</li> <li>• Discuss work allocated, providing updates on key issues and progress. Escalate issues as appropriate</li> </ul>
Plant Biosecurity team members	<ul style="list-style-type: none"> <li>• Interact and work collaboratively with Plant Biosecurity staff to achieve unit objectives and promote its values</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Effectively interact with stakeholders and community to meet project outcomes in a timely manner</li> </ul>

## Role dimensions

### Decision making

The role has a moderate level of autonomy and is accountable for meeting project milestones within the Khapra Beetle Response Program. The role requires prioritising tasks within the responsibilities of the role.

### Reporting line

This role reports to the Khapra Beetle Response Program Leader.

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Tertiary qualifications in agriculture, science or other relevant discipline, or equivalent relevant experience

- Excellent communication skills
- Current NSW Drivers Licence and the ability and willingness to travel

## 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
<div> Personal Attributes</div>	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Adapt existing skills to new situations</li><li>• Show commitment to achieving work goals</li><li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li><li>• Seek feedback from colleagues and stakeholders</li><li>• Stay motivated when tasks become difficult</li></ul>	Intermediate
<div> Relationships</div>	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<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>	Adept
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>• Take responsibility for delivering high-quality customer-focused services</li><li>• Design processes and policies based on the customer's point of view and needs</li></ul>	Adept

		<ul style="list-style-type: none"> <li>Understand and measure what is important to customers</li> <li>Use data and information to monitor and improve customer service delivery</li> <li>Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant customers within the community</li> </ul>	
	<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>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept
<b>Project Management</b>			Adept




Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

## 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	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	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	Foundational
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