Role Description
Digital Platforms Coordinator

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	Internal and Ministerial Communications, Office of the Secretary
Location	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	262111
PCAT Code	1226592
Date of Approval	March 2022
Agency Website	www.regional.nsw.gov.au

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.

Primary purpose of the role

The Digital Platforms Coordinator provides technical support for the day-to-day operations of the organisation's internal communications platforms and systems.

Key accountabilities

- Identify, develop and support the implementation of new processes, features, and digital tools to solve business problems and improve business performance, including testing and the provision of training.
- Engage with business owners and stakeholders to research, capture and validate process gaps as opportunities for improvements and automation.
- Support and advise DRNSW staff regarding communication platforms including SharePoint, MS Teams, Power Platforms and Power BI, CM9 record management and enterprise-wide social media.
- Provide high level, accurate, timely and appropriate information, technical advice, briefings, recommendations and reports to inform decision making by the Manager, key stakeholders and senior management.
- Maintain up-to-date team and project documentation
- Deal with a diverse range of requests requiring strategic advice or quality assurance within tight timeframes.

Key challenges

- Balancing the strategic aspects of the role with day-to-day management and operational demands.
- Integrating system solutions across disparate platforms and technologies in a range of environments.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive instructions
Work team	• Participate in meetings to represent work group perspective and share information • Work collaboratively to achieve business outcomes for clients • Participate in discussions and decisions regarding system functionality
ICT team	• Work collaboratively to achieve shared business outcomes • Advocate for communications team in ICT programs and decisions • Understand ICT requirements when developing and implementing communications projects and plans
Staff/System users	• Manage expectations, resolve issues and provide solutions to problems • Provide strategic advice for business improvement • Provide technological advice to improve day-to-day business performance • Provide technical and/or hardware support services • Ensure compliance with agency and sector rules and standards
External	
Vendor	• Liaise with the vendor to ensure the functionality of the system undertaking UAT activities, and advising on system user issues

Role dimensions

Decision making

The role works independently in line with agreed plans and timeframes to meet objectives and is accountable for ensuring that assigned deliverables are met.

Reporting line

Manager, Internal Platforms

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in administration of technology solutions and support of customers on technology-based products.
- Experience in systems and configuration of technology solutions including planning, development, installation, configuration, maintenance and support of complex ICT systems and customer support.

Essential requirements

- Evidence of the COVID-19 vaccination must be provided upon commencement of employment. This is a condition of engagement should you be successfully appointed to a position within the Department of Regional NSW (which includes Local Land Services and the Soil Conservation Service).

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**
Personal Attributes	**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 and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		• Use contemporary communication channels to share information, engage and interact with diverse audiences	
	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
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits	Adept

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Capability group/sets	Capability name	Behavioural indicators	Level
		• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept

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Occupation Specific Capability Set		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
	Service Management, Service Transition, Change management	**Level 4 – CHMG**
	Service Management, Service Operation, Security administration	**Level 4 – SCAD**
	Service Management, Service Operation, Problem Management	**Level 5 – PBMG**

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Service Management Service Administration	Level 4 SCAD	**SECURITY ADMINISTRATION (SCAD) –** Investigates identified security breaches in accordance with established procedures and recommends any required actions. Assists users in defining their access rights and privileges, and administers logical access controls and security systems. Maintains security records and documentation
Service Management Service Operation	Level 5 PBMG	**PROBLEM MANAGEMENT (PBMG) –** Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends
Service Management Service Transition	Level 4 CHMG	**CHANGE MANAGEMENT (CHMG) –** Assesses, analyses, develops, documents and implements changes based on requests for change

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
	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
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	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

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