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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water / Water Utilities |
| **Location** | Orange / Negotiable |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Family** *(internal use only)* | Adapted/Projects & Programs/Deliver |
| **ANZSCO Code** | 139912 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | August 2021 (updated from February 2021, July 2019 and July 2018) |
| **Agency Website** | www.dpie.nsw.gov.au/ |

Agency overview

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

Advise Local Water utilities regarding infrastructure and regulatory compliance to support efficient and secure regional and town water and sewerage services that meet the needs of local communities. The role undertakes drought monitoring of regional town water supplies and acts as a Government representative on regional town water issues. The role also provides assistance and advice on associated government funding programs.

# Key accountabilities

* Monitor and liaise with Local Water Utilities to ensure compliance with NSW Government regulations, requirements and community expectations
* Liaise with multi-disciplinary teams within DPIE Water to ensure appropriate outcomes for regional town water services.
* Provide strategic and technical advice and support to local water utilities to identify capital works and maintenance needs in communities, to ensure safe, affordable and sustainable water and sewerage services.
* Review applications under capital works funding programs and provide technical advice to support the assessment process and the implementation of effective water and sewerage infrastructure.
* Undertake drought monitoring of regional towns water supplies and provide information to support advice to Government on risks and responses
* Assist to secure funding from established sources and facilitate timely decisions to support the early re-establishment of failed water supply schemes.
* Represent DPIE Water on local and regional committees to promote appropriate infrastructure planning and implementation including best practice management of water and sewerage systems
* Provide support to the Regional Manager including representation at inter-agency meetings and forums to facilitate appropriate policy decisions to ensure safe, efficient, secure and sustainable water and sewerage services in regional NSW.

Key challenges

* Effectively using current knowledge of the extensive range of information, legislation and policy settings affecting regional water and sewerage services in NSW and making recommendations on a range of complex and/or politically sensitive alternatives.
* Undertaking relationship management with local water utilities and Government agencies and negotiating positions with stakeholders.
* Maintaining an awareness of recent industry developments and the ability to evaluate the costs/benefits of different solutions being offered.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Regional Manager, Water Utilities; Director, Water Utilities | * Receive guidance and provide regular updates and reports on assigned tasks and provide regulatory and infrastructure delivery advice on escalating issues. * Provide briefings and advice and enDPIEsure work is aligned with current priorities * Identify, discuss and plan for emerging issues and negotiate outcomes |
| Senior Management Team (SMT) within Water Utilities | * Develop and maintain effective networks to provide and/or seek expert advice, support and assistance in water utility services. * Share and transfer specialist knowledge, expertise and skills with colleagues and stakeholders. * Policy and future directions have a compelling and defendable knowledge base, particularly relating to water utilities. |
| Regional Water and Sewerage Treatment Officers (inspectors) | * Consider emerging operational issues and assess technical and strategic solutions |
| Team | * Share and transfer specialist knowledge, expertise and skills with colleagues |
| Other DPIE Water Utilities Managers | * Collaborate with other managers to achieve project outcomes. * Consult and liaise with relevant managers to ensure consistent application of policy across DPI |
| **External** |  |
| Industry and community stakeholders | * Maintain strategic working relationships on water regulation matters. * Contribute to Industry working groups. * Provide reporting information. |
| State, Commonwealth and Local Government agencies and stakeholder groups | * Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives. * Represent town water needs on working groups and advisory committees to assist the work of the Regional Manager, Director and Executive Director, Water Utilities. |
| Infrastructure NSW | * Report on the management and allocation of funds to recipients and assist with specific project technical issues |
| Industry peak bodies | * Identify future industry funding opportunities |

# Role dimensions

## Decision making

This role:

* Has a high level of autonomy for the delivery of work assignments and projects on time and to expectations in terms of quality, deliverables and outcomes.
* Refers to the Manager for decisions requiring change to outcome or timeframes: are likely to escalate or create substantial or contentious precedent or require higher level delegations or decision-making.
* Submits reports, analysis, briefings and other forms of written advice in final format with minimal input required from supervisor.
* Requires a proactive and flexible approach to emerging issues and the management of the needs of various stakeholders including the Minister, local water utilities and other government agencies.

## Reporting line

Regional Manager

## 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** |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Adept |
| **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 |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Present with credibility, engage diverse audiences and test levels of understanding  Translate technical and complex information clearly and concisely for diverse audiences  Create opportunities for others to contribute to discussion and debate  Contribute to and promote information sharing across the organisation  Manage complex communications that involve understanding and responding to multiple and divergent viewpoints  Explore creative ways to engage diverse audiences and communicate information  Adjust style and approach to optimise outcomes  Write fluently and persuasively in plain English and in a range of styles and formats | Advanced |
| **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 | | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relationships with internal and external stakeholders  Anticipate and minimise conflict | Adept |
|  | **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 | | 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 | | 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 | 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** |
|  | Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 | Intermediate |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |