

# Role Description

## NDRA Program Officer



Regional  
NSW

Role Description Fields	Details
Cluster	Planning, Industry and Environment
Department/Agency	Department of Regional NSW
Division/Branch/Unit	NSW Public Works
Role number	TBC
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	3123315
Date of Approval	February 2023
Agency Website	<a href="http://www.drnsw.nsw.gov.au">www.drnsw.nsw.gov.au</a> or <a href="http://www.publicworks.nsw.gov.au">www.publicworks.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.

NSW Public Works is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery, and support services. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities.

### Primary purpose of the role

The role supports the administration of and reporting on the government funded Natural Disaster Relief Assistance Program (NDRA Program) delivered by NSW Public Works. The role is critical in allowing NSW Public Works to demonstrate accountability for the relevant funds and assures the delivery of projects backed by these funds.

### Key accountabilities

- Support the planning and delivery of the NDRA program delivered by internal NSW Public Works staff.
- Deliver the Emergency and Immediate Reconstruction Work components of NDRA Program ensuring deadlines are met.
- Assist in the distribution and management of program funds within the NDRA Program to ensure that full approved expenditure is achieved within the required timeframes.
- Assist with the NDRA Program reporting for all required stakeholders to ensure stakeholders are kept up-to-date and improve the effectiveness of the program.



- Establish and maintain a database of key local government contacts for natural disasters.
- Identify opportunities for process improvement and propose new approaches for consideration by the business unit manager to contribute to improved business performance.
- Assist in the development of NDRA Program communication and information material.

## Key challenges

- Operate within a diverse range of circumstances to maximise the assistance provided under the NDRA Program in a time-pressured environment.
- Contribute to the monthly and end-of-financial year reporting requirements, both NSW Public Works' and local governments', for NDRA Program clients within time constraints.

## Key relationships

### Internal

Who	Why
NDRA Program Manager	<ul style="list-style-type: none"> <li>• Provide advice on the NDRA Program.</li> <li>• Escalate issues, keep informed, advise, receive guidance and instructions as required.</li> <li>• Participate in discussions and decisions regarding forward program and progress of new and existing programs.</li> <li>• Assemble responses to key reporting and other requests.</li> </ul>
NSW PW Work Teams	<ul style="list-style-type: none"> <li>• Inspire and motivate domain specialists and provide direction as required.</li> <li>• Encourage domain specialists to work collaboratively to achieve business outcomes</li> <li>• Participate in meetings to share information and provide input on issues</li> </ul>

### External

Who	Why
Customers/ Stakeholders	<ul style="list-style-type: none"> <li>• Report on progress and delivery of projects.</li> <li>• Develop and maintain effective working relationships and contribute to a client-focused approach to service delivery.</li> </ul>
Industry professionals/ consultants	<ul style="list-style-type: none"> <li>• Participate in forums/groups to represent the agency and share information</li> <li>• Participate in discussions regarding innovation and best practice.</li> </ul>

## Role dimensions

### Decision making

Significant autonomy to make recommendations on how the programs are managed across the range of projects.

### Reporting line

Reports to the NDRA Program Manager

### Direct reports

Nil



## Budget/Expenditure

In line with the Department of Regional NSW and NSW Public Works delegation manuals.

## Key knowledge and experience

- Ability to interpret government program guidelines, legislation, policies and procedures.
- Demonstrated expertise in written communications including business proposals, reports and briefings
- High level verbal communication and negotiation skills.
- Advanced computer skills including Office 365 including Word, Excel, Visio and PowerPoint.
- Establish rapport with internal and external clients
- Experience in developing and providing expert advice and reports using financial analysis and data modelling to support the program to enable the Executive to make informed decisions.

## Essential requirements

- Current NSW Drivers' Licence and willingness to drive to and work in remote locations which may include overnight stays.

## 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.

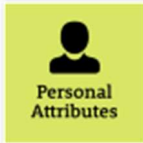

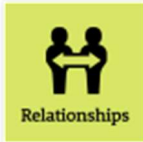


The capabilities are separated into focus capabilities and complementary capabilities



## 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	<b>Display Resilience and Courage</b> Personal 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/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>	Adept
 Personal Attributes	<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>Maintain own motivation when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>	Intermediate
 Relationships	<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>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>	Intermediate
 Results	<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>Complete own work tasks under guidance, within set budgets, timeframes and standards</li> <li>Take the initiative to progress own work</li> <li>Identify resources needed to complete allocated work tasks</li> <li>Seek clarification when unsure of work tasks</li> </ul>	Foundational





	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Take responsibility and be accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>• Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>• Use financial and other resources responsibly</li> </ul>	Intermediate
	<b>Finance</b> Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> <li>• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending</li> <li>• Take account of financial and budget implications, including value for money in planning decisions</li> <li>• Present basic financial information to a target audience in an appropriate format</li> <li>• Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them</li> <li>• Display an awareness of financial risk and exposure and solutions to address these</li> </ul>	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.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and adhere to the Public Sector Values	Foundational
	Value Diversity and Inclusion	Show respect for diverse backgrounds, experiences and perspectives	Foundational
	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
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational

	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate