

Role Description

Principal Partnerships Manager



Cluster	Finance, Services and Innovation
Agency	Service NSW
Division/Branch/Unit	Partnerships
Location	McKell Building, 2 Rawson Place, Haymarket
Classification/Grade/Band	Grade 11/12
Role Number	Generic
ANZSCO Code	139999
PCAT Code	
Date of Approval	March 2019
Agency Website	www.service.nsw.gov.au

Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launch in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork. Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions including drivers' licences, vehicle registration renewals, applications for birth certificates, Seniors Cards, Housing NSW payments, fines, contractor licences and many more.

Primary purpose of the role

The Principal Partnerships Manager is responsible for managing the relationship with allocated NSW Partner Agencies / Clusters to define opportunities where SNSW can deliver products and services aligned to their strategic direction and business plan. The role provides a central point of contact for allocated Partners in the management and resolution of issues associated with existing products and services.

Key accountabilities

- Lead and manage the establishment of strategic relationships within allocated NSW Partner Agencies / Cluster to define opportunities where SNSW can deliver products and services aligned to their strategic direction and business plan.
- Provide a central point of contact for allocated Partner, enhance the overall quality of outcomes provided to the Partner and provide expert advice in the management and resolution of issues associated with existing product and services.

- Review and evaluate services provided to Partners ensuring alignment to the funding model and government priorities and maintain agency agreements and account plans to ensure currency, accuracy and the adjustment of incremental costs.
- Influence and collaborate with key internal stakeholders proactively to prioritise and address issues that arise from existing products and services and provide an escalation point to negotiate outcomes ensuring high level of customer satisfaction.
- Establish, manage and/or contribute to appropriate reporting and decision forums to drive effective oversight of the SLAs for existing products and services and new and/or inflight solutions / opportunities.
- Build a community of practice across the Partnership team and share lessons learned and best practice approaches to continually enhance the overall quality and standard of outcomes delivered by the team and streamline practices and Partner engagement models.
- Build advocacy within NSW Government Agencies & Clusters for both the quality of the relationship with SNSW and the product and service offering to ensure engagement and increased uptake of products and services.
- Provide support to the Director Partnerships in ensuring effective oversight of strategic and tactical issues that affect allocated Partners and provide subject matter advice and recommendations to ensure alignment to overarching strategies.

Key challenges

- Leading the interface with allocated Partner Agencies / Clusters ensuring high levels of customer satisfaction, issue resolution and the identification of opportunities aligned to strategic priorities.
- Building capability within allocated Partners / Clusters to develop understanding and awareness of the SNSW product and service catalogue and communicating optimal engagement strategies to deliver mutually beneficial outcomes.
- Influencing and collaborating with the Partnership team to build consistency in the partnering model, service delivery and issue resolution to enhance the SNSW brand and deliver high quality outcomes for Partners.

Key relationships

Who	Why
Internal	
SNSW (especially Projects, DPO & Service Delivery)	<ul style="list-style-type: none"> ▪ Build understanding of partner requirements, escalate issues, keep informed, build systemic solutions to address common issues
Partnership Director	<ul style="list-style-type: none"> ▪ Provide inputs and insights that enable effective decision making and the ability to find systemic solutions to address current / re occurring issues
Work team	<ul style="list-style-type: none"> ▪ Work with peers to continue to develop and elevate the overall quality of the outputs provided by this group
External	
Agency / Cluster	<ul style="list-style-type: none"> • Build credibility for the products & services offered by SNSW • Provide the central point of contact to support both existing products and services as well as the delivery of future opportunities

- Build long term relationships that enable strategic alignment between the Partners business plan and how SNSW can best support them via their product / service offering

Role dimensions

Decision making

The Principal Partnerships Manager is accountable for the quality of the Partner relationship and builds credibility and advocacy for the SNSW products and services by being the central voice for the resolution of any issues with existing services or ensuring effective alignment in the exploration and delivery of new solutions.

The role works in a collaborative way across SNSW to address issues as they arise, as well as ensure that there are robust business cases to support potential opportunities as well as effective project delivery for all in-flight solutions. The role is responsible for working across the team to assist in building quality outcomes and processes that enhance the overall effectiveness of the department.

Reporting line

Director - Partnerships

Direct reports

Nil - The role may on occasion be required to build virtual teams to work on specific projects

Budget/Expenditure

Nil

Indirect accountability for ensuring that the Agency Agreements reflect the agreed products and services and

Essential requirements

- Tertiary qualifications in a relevant area.
- Strong partnership experience including the ability to influence across complex organisations and build long term strategic relationships that deliver beneficial commercial outcomes.


Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement

		<ul style="list-style-type: none"> Actively seek, reflect and act on feedback on own performance Translate negative feedback on own performance Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships Commitment to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation Initiate and develop partnerships with customers to define and evaluate service performance outcomes Promote and manage alliances within the organisation and across the public, private and community sectors Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Influence & Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis

Business Enablers Finance	Adept	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures • Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions • Understand and apply financial audit, reporting and compliance obligations • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects