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| **Cluster** | Regional NSW |
| **Agency** | Department of Regional NSW |
| **Division/Branch/Unit** | Public Works Advisory |
| **Location** | NSW |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | May 2021 |
| **Agency Website** | www.drnsw.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.

Public Works Advisory (PWA) 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. There’s nothing abstract about what we do. Just look around. 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. We do this by developing solutions that show creativity and grassroots ingenuity, providing impartial advice and support at all levels of government and the private sector, and partnering with experts to maximise the benefits of our knowledge and experience.

In PWA offices all over the state, you’ll find local expertise for local issues. We uncover the best talent, scrutinise cost and risk, and bridge the gap between private sector and government. By managing these nuances, projects we work on don’t just get done, they become benchmarks others aspire to.

Primary purpose of the role

The Proposal Coordinator, Engineering and Construction plays a critical role in supporting PWA’s technical engineering, advisory and delivery teams to identify and secure opportunities to assist State and Local Government clients with their regional and rural capital works programs. The role helps clearly convey PWA’s proposed approach/solution and its unique value proposition through the development of highly professional proposal and technical report documentation.

Key accountabilities

* Work closely with Principal Engineering and Senior Project Management leads (particularly in the Advisory Partnerships Group) to identify, evaluate and manage business opportunities, including tendering, off-market proposals/direct engagements and contract extensions and expansions, including leading the preparation, review and final submission of documentation and ensure the proposal management process occurs within a timely manner for nominated opportunities
* Prepare quality and timely presentations, and support in negotiations/communications with customers (prospective and existing), to highlight PWA’s product and service capability
* Ensure technical documentation and writing is clear and easily digestible to less technical audiences (both in proposals and technical reports), and that higher-order outcomes and value-add/capability are communicated well in proposals
* Prepare regular reports and analyses of business proposal achievements, opportunities and performance against established and future plans
* Collaborate with Managers to help lead occasional larger bid structure message creation sessions
* In partnership with graphic design staff, develop bespoke and common proposal and presentation templates and content resources
* Assist Managers to ensure all projects undertaken are commercially viable by conducting cost/benefit analysis and determine project margins, providing recommendations in line with operational requirements.

Key challenges

* Planning and prioritising high volumes of work with conflicting and critical deadlines in order to maintain a high-quality output often coordinating responses on behalf of other staff whilst maintaining strict confidentiality.
* Balancing the needs of a range of staff and negotiating workable timeframes, given the number of managers and staff seeking administrative support from the position.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Provide expert advice and receive direction in the development and delivery of business opportunities and proposals * Provide and receive advice and guidance on all relevant matters and escalate issues |
| Work team | * Inspire and motivate team, provide direction, and manage performance * Support team members to contribute to achieving the teams business goals * Provide support and assistance in developing and delivering client focused people services |
| **External** |  |
| Customer | * Provide expert advice and receive direction in the development and delivery of business opportunities and proposals * Provide and receive advice and guidance on all relevant matters and escalate issues |
| Stakeholders | * Develop and maintain effective working relationships and open channels of communication to liaise, consult, and engage and respond to enquiries to ensure prompt resolution of issue * Participate in relevant industry events and review meetings and provide advice on effective assurance and project capability management strategies |

# Role dimensions

## Decision making

The role has significant autonomy in determining the appropriate approach to presenting information to stakeholders at all levels, undertaking analysis, managing workload and tasks and responding to queries.

## Reporting line

Senior Manager, Client Engagement Strategy

## Direct reports

Nil

## Budget/Expenditure

Formal delegations are in line with Government and Departmental delegations.

Key knowledge and experience

* Demonstrable recent experience in bid management in an engineering consultancy, construction, or professional services environment, or other relevant practitioner work experience, with strong knowledge of water, engineering and construction project management sectors
* Exceptional influencing and communication skills: written (including demonstrated proposal writing expertise), verbal and facilitation / presentation skills, and experience developing unique selling propositions that provide clear differentiation and value
* Experience working in a fast paced environment, juggling multiple deliverables simultaneously; strong time and project management skills
* A flair for writing, demonstrated by previous success in taking technical information and presenting and formatting it logically
* Expert in MS Suite, including Word and Power Point

# 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 |
| **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
|  | **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  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| **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 |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work  Initiate, prioritise, consult on and develop team and unit goals, strategies and plans  Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses  Ensure current work plans and activities support and are consistent with organisational change initiatives  Evaluate outcomes and adjust future plans accordingly | Adept |
|  | **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 |

# 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** |
|  | 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 |
|  | 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 | 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 | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |