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| **Cluster** | Regional NSW |
| **Agency** | Department of Regional New South Wales |
| **Group/Division/Branch** |  |
| **Location** |  |
| **Classification/Grade/Band** | Clerk Grade 9 / 10 |
| **Role Family** | Standard / Communication and Engagement / Delivery |
| **ANZSCO Code** | 132511 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2020 |
| **Agency Website** | [www.nsw.gov.au/regional-nsw](http://www.nsw.gov.au/regional-nsw) |

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

Identify and deliver services to businesses to enable them to expand their contribution to sustainable, high quality economic growth in NSW.

# Key accountabilities

* Identify, develop and manage projects that can utilise NSW Government programs to attract and retain businesses, increase economic growth, grow employment, infrastructure, investment and exports for regional NSW
* Provide timely, relevant and actionable market intelligence and advice on industry trends and major developments that have the capacity to provide new opportunities or mitigate threats to regional businesses and industries
* In consultation with the Director, identify strategies and develop plans that are directly aimed at meeting the Government’s commitments to ensure the growth of priority industries and infrastructure development in regional New South Wales
* Utilise NSW Government facilitation services and programs to provide an effective integrated team approach to the successful development and implementation of regional strategies and initiatives
* Develop and manage working relationships and networks with key State and Federal Government agencies, Local Government and businesses and other stakeholders for the effective leveraging of programs that encourage business growth
* Actively contribute to the capture and use of market intelligence and database information across the Department to support improved outcomes for the Branch
* In consultation with the Director, maintain an effective and efficient administrative process and system for providing accurate information on a diverse spread of business issues
* Prepare timely, accurate, relevant and high quality briefings, submissions, reports, speeches and correspondence to clients and stakeholders when requested

Key challenges

* Initiating innovative ideas in a rapidly changing industry and economic environment
* Managing logistical and time factors given the geographic spread of clients

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Director | * Report activities, receive guidance, share information, and discuss applications for financial assistance and facilitation provided to clients/stakeholders or projects
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| Departmental staff | * Share and discuss tasks, project outlines, targets and gather information in managing the requirements of business and trade activities
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| **External** |  |
| Other government staff, external organisations and business | * Scope and plan activities and co-ordinate projects which will bring the broadest suite of government support to a business or collaborative project
* Develop a portfolio of clients and projects which will deliver business outcomes
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Role dimensions

## Decision making

* Independently sets priorities and makes decisions on matters in relation to the projects and targets the role is responsible for, and seeks advice from the Director as required.
* Works with other key Federal, State agencies and Local Government, businesses, education providers and stakeholders to arrange joint activities.
* Establishes client business development needs and assesses the suitability and relevance of a range of programs and third party services in consultation with the Director where delegated.

## Reporting line

Director

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* Sound understanding of the business development and investment process financial reports and key factors driving regional economic growth

Essential requirements

* Tertiary qualifications in business or economics and/or equivalent experience
* Current NSW Driver Licence and the ability and willingness to travel

# 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**  |
|  | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conductRecognise and report misconduct and illegal and inappropriate behaviourReport and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Present with credibility, engage diverse audiences and test levels of understandingTranslate technical and complex information clearly and concisely for diverse audiencesCreate opportunities for others to contribute to discussion and debateContribute to and promote information sharing across the organisationManage complex communications that involve understanding and responding to multiple and divergent viewpointsExplore creative ways to engage diverse audiences and communicate informationAdjust style and approach to optimise outcomesWrite fluently and persuasively in plain English and in a range of styles and formats | Advanced |
| **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused servicesDesign processes and policies based on the customer’s point of view and needsUnderstand and measure what is important to customersUse data and information to monitor and improve customer service deliveryFind opportunities to cooperate with internal and external stakeholders to improve outcomes for customersMaintain relationships with key customers in area of expertiseConnect and collaborate with relevant customers within the community | 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 actionsUnderstand delegations and act within authority levelsIdentify and follow safe work practices, and be vigilant about own and others’ application of these practicesBe aware of risks and act on or escalate risks, as appropriateUse financial and other resources responsibly | Intermediate |
|  | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measuresUnderstand the impacts of funding allocations on business planning and budgetsIdentify discrepancies or variances in financial and budget reports, and take corrective actionKnow when to seek specialist advice and support and establish the relevant relationshipsMake decisions and prepare business cases, paying due regard to financial considerations | Adept |
| **Project Management**Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverablesContribute to developing project documentation and resource estimatesContribute to reviews of progress, outcomes and future improvementsIdentify and escalate possible variances from project plans | 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.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level**  |
|  | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| 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 | Adept |
|  | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | 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 |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
|  | 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 |