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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water/Water Utilities |
| **Location** | Parramatta / Negotiable |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Job Family** | Standard/Project & Programs/Lead |
| **ANZSCO Code** | 132411 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | June 2021 |
| **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

Facilitate the delivery of a set of water efficiency programs throughout NSW. The role will take part in scoping and delivery of programs, provide program management oversight and reporting; as well as support the management of internal and external resources to successfully deliver the programs.

# Key accountabilities

* As part of a team, develop water efficiency programs including developing and implementing appropriate governance and risk frameworks, performance measures, reporting standards, assessment tools and systems to track, monitor and report on identified milestones and deliverables to ensure effective governance of the programs from inception to completion.
* Work collegially with internal stakeholders and program partners to scope, develop and deliver programs, ensuring consistency in outcomes and direction, and embedding best practice program management frameworks to deliver identified outcomes within required timeframes.
* Manage the administration and appropriate allocation of funding for program initiatives and external delivery partners.
* Foster and develop relationships with internal and external resources, industry partners, water utilities across relevant industry sectors, local government and peak associations, businesses, governmental departments and agencies.
* Provide advice to the Manager Water Efficiency Programs and senior executive on program deliverables and design.
* Prepare written briefings, reports, submissions and correspondence ta a range of audiences, as well as ministerial briefing papers and correspondence, on a range of program initiatives.

Key challenges

* Assisting with the management of internal and external resources to gain the most benefits for the delivery of the programs.
* Undertaking effective relationship management with program partners such as government agencies, exercising diplomacy and astute judgment when liaising with peak advisory bodies, committees and other federal, state and local government agencies
* Assisting in the identification of opportunities and mitigation of risks to successfully deliver programs and strategies

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Water Efficiency Programs | * Receive guidance and provide regular updates and reports on assigned tasks * Escalate issues, inform of emerging issues |
| Program Team | * Ensure integrated organisational approach to the development of policies and procedures to reflect best practice and current Departmental policy, Government priorities and State Plan targets |
| **External** |  |
| State and federal government agencies; local government | * Build relationships and facilitate the identification of regional infrastructure opportunities and risks for the NSW economy, to develop concepts and negotiate research and program priorities |
| Peak industry bodies, COAG, Industry Advisory Councils | * Providing comprehensive analysis and information on specific programs * Seek and provide advice and policy direction in whole or government or intergovernmental forums |
| Industry peak bodies and key stakeholders | * Identifying new and emerging initiatives, issues and markets, identifying key regional sectors to support the delivery of a suite of infrastructure and regional growth projects |

# Role dimensions

## Decision making

* The role has autonomy to deliver programs, and to change priorities within approved business plans and seeks clarification from the Manager as required.
* Ensures all documents, reports, ministerial correspondence, project proposals and submissions are completed within required timeframes and to a high standard.

## Reporting line

Manager, Water Efficiency Programs

## 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  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | Adept |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
|  | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | Assess work outcomes and identify and share learnings to inform future actions  Ensure that own actions and those of others are focused on achieving organisational outcomes  Exercise delegations responsibly  Understand and apply high standards of financial probity with public monies and other resources  Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety  Conduct and report on quality control audits  Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | Adept |
|  | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | | Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management  Develop well-written, well-structured procurement documentation that clearly sets out the business requirements  Monitor procurement and contract management processes to ensure they are open, transparent and competitive  Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance  Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles  Escalate procurement and contract management issues, where required | Adept |
| **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** |
|  | Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | 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 | Adept |
| 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 |
|  | 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 |