# Role Description
# Research Librarian

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| **Cluster** | NSW Parliament |
| **Agency** | Department of Parliamentary Services |
| **Division/Branch/Unit** | Parliamentary Research Service |
| **Role number** | TBA |
| **Classification/Grade/Band** | Librarian Grade 2 |
| **ANZSCO Code** | TBA |
| **PCAT Code** | TBA |
| **Date of Approval** | January 2022 |
| **Agency Website** | www.parliament.nsw.gov.au |

## Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

## Primary purpose of the role

The purpose of this role is to provide outstanding research services to MPs, stakeholders and Parliament by responding to requests from Members of Parliament and Committees for research and analysis. The role also produces or contributes to research papers on topics on the parliamentary agenda to support Members of Parliament and other stakeholders as they debate the issues before Parliament. The position works primarily in one of the subject teams below but may be assigned research requests in other subject areas or projects across the Research teams.

> (1) Law, Parliament, Health, Education, and Social Issues Team; or
>
> (2) Environment, Energy, Transport, Economics, and Data Visualisation Team.

## Key accountabilities

- Provide high quality research and analysis which is accurate, objective and written in a clear, concise style
- Write, research or contribute to research papers on topics on the parliamentary agenda
- Provide written and oral advice in response to individual Member and Committee requests
- Clarify MPs and Committee research requests to ensure that you understand their requirements, including negotiating scope and deadlines
- Maintain up-to-date knowledge of resources and developments in the team's subject areas, establish and maintain effective networks with subject matter experts and participate in professional development activities
- Maintain levels of confidentiality and security of material of a confidential nature to ensure the integrity of the Parliamentary Research Service is maintained
- Effectively manage research tasks and meet agreed deadlines
- Ensure that complete and accurate records of all activities of the Parliamentary Research Service are captured into record keeping systems in accordance with the Parliament's records management policies.
- Contribute to the Research Service through providing ideas and working on projects and initiatives

## Key challenges

- Working collaboratively with colleagues in the team to use the collective skills to best advantage for customers
- Finding, interpreting and analysing complex material to produce accurate, comprehensive, apolitical research for Members of Parliament.
- Maintaining knowledge of current developments and displaying depth of knowledge in subject specialties.
- Meeting deadlines, and producing work quickly when an issue is before Parliament.
- Providing apolitical research and analysis about proposed legislation and policy initiatives in a politically sensitive environment, and exercising tact and discretion when dealing with Members.

## Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Relevant Reporting Line Manager | • Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required<br>• Provide support to achieve operational priorities, exchange information and contribute to decision-making<br>• Escalate discuss issues and propose solutions |
| Senior Executive and counterparts | • Liaises directly with members of Parliament in regard to specific assignments and in general to ensure they fully benefit from the work of the Research Service and to ensure its efforts are appropriate to members' needs |
| Senior Officers / Committee Directors | • Liaises with the Clerks, other senior officers and committee directors over assistance the Research Service may provide to them |
| Work Team | • Provide guidance and professional support, exchange information and determine work priorities and oversee progress to facilitate their ongoing professional development<br>• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality<br>• Provide an escalation point for issues or complex decision-making |
| Division/ Branch Wider Team | • Work within a matrix management structure where support services are embedded within office delivery teams |
| **External** | |
| Other Government Bodies / External Stakeholders | • Maintains a network of contacts with relevant outside bodies such as government departments including academics, subject experts, professional bodies and appropriate stakeholders / interest groups |

## Role dimensions

### Decision making

This role is expected to operate with autonomy in respect to day to day work priorities, particularly in relation to answering research requests.  In this context the role holder is expected to determine matters that need to be referred to either the Senior Research Librarian or their Team Leader to deal with, using their discretion and judgement about what is appropriate to refer, within broad guidance about research procedures, methodologies and templates.

### Reporting line

The role accounts and reports to the relevant reporting line manager.

### Direct reports

There are no direct reports.

### Budget/Expenditure

As per the approved DPS Financial Delegations.

# Key knowledge and experience

- Strong knowledge of resources and policies related to one or more of the subjects covered by the subject team
- High level research skills and ability to analyse complex material
- Very good writing skills
- Ability to provide sound, relevant and impartial research and analysis
- Strong knowledge of parliamentary, legislative and government processes, in particular NSW Parliament and politics

# Essential requirements

- Tertiary qualification in a relevant discipline
- Understand, or be able to quickly develop, an understanding of the work of parliament and how research, analysis, and information supports MPs, stakeholders and Parliament.

# 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.
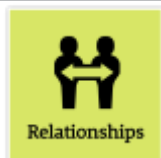
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# 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 | | | |
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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| Personal Attributes | **Act with Integrity** <br> Be ethical and professional, and uphold and promote the public sector values | • Represent the organisation in an honest, ethical and professional way and encourage others to do so <br> • Act professionally and support a culture of integrity <br> • Identify and explain ethical issues and set an example for others to follow <br> • Ensure that others are aware of and understand the legislation and policy framework within which they operate <br> • Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |

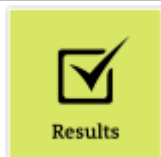| | | | |
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| **Relationships** | **Communicate Effectively**<br><br>Communicate clearly, actively listen to others, and respond with understanding and respect | • Tailor communication to diverse audiences<br>• Clearly explain complex concepts and arguments to individuals and groups<br>• Create opportunities for others to be heard, listen attentively and encourage them to express their views<br>• Share information across teams and units to enable informed decision making<br>• Write fluently in plain English and in a range of styles and formats<br>• Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| | **Work Collaboratively**<br><br>Collaborate with others and value their contribution | • Encourage a culture that recognises the value of collaboration<br>• Build cooperation and overcome barriers to information sharing and communication across teams and units<br>• Share lessons learned across teams and units<br>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work<br>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| **Results** | **Deliver Results**<br><br>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<br>• Make sure staff understand expected goals and acknowledge staff success in achieving these<br>• Identify resource needs and ensure goals are achieved within set budgets and deadlines<br>• Use business data to evaluate outcomes and inform continuous improvement<br>• Identify priorities that need to change and ensure the allocation of resources meets new business needs<br>• Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| | **Think and Solve Problems**<br><br>Think, analyse and consider the broader context to develop practical solutions | • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence<br>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience | Adept |

- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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| **Demonstrate Accountability**<br><br>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<br>• Ensure that own actions and those of others are focused on achieving organisational outcomes<br>• Exercise delegations responsibly<br>• Understand and apply high standards of financial probity with public monies and other resources<br>• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety<br>• Conduct and report on quality control audits<br>• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | 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 | | | |
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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |

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| **Results** | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| **Business Enablers** | 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 |
| | 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 |