Role Description
Business Performance Coordinator - IMS

Cluster	Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Soil Conservation Service
Classification/Grade/Band	Departmental Officer Grade 7/8
ANZSCO Code	531111
PCAT Code	1121292
Date of Approval	18 May 2021
Agency Website	http://www.scs.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility 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.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

Primary purpose of the role

The role supports the delivery of Soil Conservation Service (SCS) business operations to agreed standards including ISO 45001:2018 Work Health and Safety Management System, ISO 14001:2015 Environmental Management System and ISO 9001:2015 Quality Management System, and acts as the subject matter expert for the Integrated Management System (IMS).

Key accountabilities

- Manage a small team responsible for delivering administrative and project support services thatr contribute to a high standard of service delivery and ensure the business needs of the organisation are met.
- Monitor and address complex and/or sensitive enquiries and issues to ensure the timely and effective resolutions of issues.
- Maintain and evaluate the SCS IMS to identify opportunities for improvements and contribute to the delivery of a support service to a high standard in line with operational requirements.
- Identify business processes that could be managed using the IMS and engage with stakeholders to facilitate improved use of the system.
- Develop and implement processes to capture system data and provide detailed and accurate reports to the Team Leader and Executive on IMS implementation.

- Monitor and effectively triage project issues and/or refer to relevant manager to ensure the timely and effective resolution of issues, including those relating to larger or more strategic construction projects.
- Contribute to the development, implementation and review of administrative and information management systems, processes and policies, embedding good governance and audit protocols, to ensure compliance with agency requirements.
- Manage and coordinate the collection and collation of data, prepare reports, and make recommendations to improve system efficiency, cost management and service delivery.

Key challenges

- Implementing the IMS and WHS projects in a way that engages staff and improves business performance.
- Balancing the administrative service needs of unit staff consistently, given the high volume of work and number of staff seeking services from the team, and the need to address ad hoc requests and unforeseen issues.
- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, make suggestions and provide updates. • Provide input into IMS and WHS delivery and advice to assist decision making.
Direct Reports	• Guide and manage performance • Facilitate meetings to obtain working group perspective and share information • Support, coach and mentor team members and work collaboratively to contribute to achieving team outcomes
Stakeholder/Clients	• Develop and maintain effective relationships and open channels of communication. • Exchange information and respond to enquiries. • Manage expectations and provide services
External	
Customer/stakeholders	• Develop and maintain effective relationships and open channels of communication. • Exchange information and respond to enquiries

Role dimensions

Decision making

- Manages and allocates the resources of the team to ensure key deliverables and outcomes are met.
- Coordinates team activities and responses within the accountabilities of the role and departmental policies and procedures.
- Recommends systems and process changes to improve service delivery and business functionality.

I work FOR NSW

Reporting line

Team Leader Business Performance

Direct reports

- Business Performance Support Advisor
- Business Performance Support Officer
- Administrative Assistant

Budget/Expenditure

Nil

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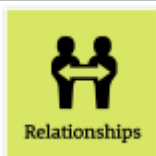
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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.

Capability group/sets	Capability name	Behavioural indicators	Level
FOCUS CAPABILITIES			
Personal Attributes	**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

I work FOR NSW

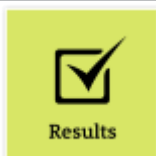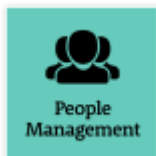|			
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, 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
Results	**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
	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 actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate

	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve	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**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	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
Results	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	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

People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational