

# Role Description

## Executive Advisor & Support Officer



Agency	Greyhound Welfare and Integrity Commission
Division/Branch/Unit	Office of the CEO
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	271299
PCAT Code	1218192
Date of Approval	September 2020

### Agency overview

The Greyhound Welfare and Integrity Commission is an independent statutory body, constituted by the *Greyhound Racing Act 2017*. The Greyhound Welfare and Integrity Commission is responsible for the supervision and regulation of the NSW greyhound racing industry, including upholding high animal welfare standards, overseeing the integrity of greyhound racing, and monitoring and enforcing compliance with its regulations.

The Greyhound Welfare and Integrity Commission plays a vital role in rebuilding trust in the NSW greyhound racing industry through the development and implementation of an enforceable code of practice for greyhound welfare, enforcement of the Greyhound Racing Rules, development and operation of whole of life cycle tracking system for greyhounds and a comprehensive licensing and accreditation scheme for industry participants.

### Primary purpose of the role

Supports the Chief Executive Officer (CEO) through the provision of executive support services and expert advice on the greyhound racing industry and the management of issues arising from the Commission's activities. The role also consults with industry participants and stakeholders, facilitates the development of organisational positions on critical issues and drives processes for ongoing change management strategies to achieve alignment between the objectives of the Commission and the expectations of industry participants.

### Key accountabilities

- Undertake critical issues management functions on behalf of the CEO to support the delivery of responsive and effective actions and resolutions and minimise risk
- Manage the delivery of administrative, financial and executive support functions, including scheduling and supporting meetings, preparing documentation and assisting with the management of the CEO's diary and other arrangements to facilitate effective management of their agenda and support the achievement of business requirements
- Provide advice to internal stakeholders on aspects of the operation of the greyhound racing industry to inform the delivery of quality advice and services and realise alignment between the objectives of the Commission and the expectations of industry participants.

- Manage and prioritise the incoming workflows of the CEO, including initiating actions within the Commission, liaising with Commission staff and developing responses to issues to facilitate comprehensive and timely outcomes
- Contribute to the preparation and review of communication products for industry participants to ensure that the products are relevant, timely and accurate and facilitate improved industry engagement
- Research, analyse, collate and provide reports to the Executive to support informed decision-making
- Identify and provide recommendations to the Senior Leadership Team to minimise critical risks and threats to GWIC's ability to meet strategic outcomes.
- Mentor Commission staff and share knowledge of current industry practices to increase industry knowledge across the Commission and build internal capability

## Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests, while always embedding a culture of integrity, welfare and public confidence in the Industry
- Achieving project and reform deadlines and milestones to the required standards, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected
- Working with complicated, text heavy regulatory and policy related content to produce factually accurate, but Industry friendly communication strategies to improve industry engagement.

## Key relationships

Who	Why
<b>Internal</b>	
Chief Executive Officer	<ul style="list-style-type: none"> <li>• Identify emerging issues/risks and their implications</li> <li>• Report on progress towards Commission objectives</li> <li>• Receive feedback regarding performance and respond in a thoughtful and considered way</li> <li>• Work collaboratively to identify and develop solutions to complex Industry issues.</li> </ul>
Directors and Senior Leadership Team	<ul style="list-style-type: none"> <li>• Provide expert advice and contribute to decision making as appropriate</li> <li>• Escalate sensitive issues and propose solutions</li> <li>• Receive guidance and provide regular updates on key projects, issues and priorities</li> </ul>
Communications and Media Team	<ul style="list-style-type: none"> <li>• Work collaboratively on the production of communication pieces designed for Participants</li> <li>• Relay from Participants the effectiveness of the communications and media messaging to ensure communications activities are contextualised and received successfully by the audience</li> </ul>
Commission Staff	<ul style="list-style-type: none"> <li>• Manage the flow of information, seek clarification and provide reliable advice and responses</li> <li>• Mentor staff to improve industry knowledge</li> </ul>

Who	Why
<b>External</b>	
Industry Participants and other Stakeholders (including GBOTA and GRNSW)	<ul style="list-style-type: none"> <li>• Provide sound and reliable advice; manage expectation, resolve and provide solutions to issues; negotiate outcomes and timeframes</li> <li>• Consult on key industry regulatory changes and initiatives</li> <li>• Develop and maintain effective working relationships, engaging and consulting in the delivery of Commission objectives</li> <li>• Operate as a change agent to embed a culture of support for the Commission's integrity, welfare and public confidence goals</li> </ul>
Other Government Agencies	<ul style="list-style-type: none"> <li>• Develop strategic networks across government to identify and respond to emerging policy issues, seek information, work on intergovernmental policy initiatives and to develop informed policy advice.</li> </ul>

## Role dimensions

### Decision making

The role exercises independence managing own day-to-day work priorities and personal work routine; thinks laterally to solve work problems and challenges

The role develops and proposes solutions to complex problems within the parameters of GWIC and NSW Government policy

It identifies problems in processes and practices and brings them with researched and well thought out suggestions for resolution to the attention of the CEO. It refers to Directors and/or the CEO any issues identified that pose a risk to GWICs objectives and/or reputation

### Reporting line

Chief Executive Officer

### Direct reports

This role has no direct reports

### Budget/Expenditure

As per GWIC delegations

## Key Knowledge and Experience

- Experience in the greyhound racing Industry
- Experience in policy setting and/or engagement processes with Government, industry and/or regulatory contexts

## Essential requirements

- Appointment and ongoing assignment is subject to the satisfactory participation in mandatory preemployment and ongoing probity screening, in accordance with the GWIC framework.
- Satisfactory Conflict of Interest check

## 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			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback and advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> </ul>	Adept

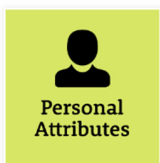
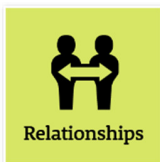


		<ul style="list-style-type: none"> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 <b>Results</b>	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	Adept
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> </ul>	Adept

	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	Intermediate
		<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	

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