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| **Cluster** | Regional NSW |
| **Agency** | Department of Regional New South Wales |
| **Group/Division/Branch** |  |
| **Location** |  |
| **Classification/Grade/Band** | Clerk Grade 7 / 8 |
| **Role Family** | Standard / Planning, Strategy, Governance and Risk / Delivery |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1227392 |
| **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

Contribute to the management and implementation of a range of knowledge management, business analysis, performance measurement and reporting projects.

**Key accountabilities**

* Contribute to projects and processes to monitor operational performance to meet the strategic needs of the Executive and of external stakeholders regarding performance based information
* Coordinate consultative processes to capture, analyse and report performance against agreed targets and criteria, including benchmarking projects
* Work collegially with staff to coordinate the implementation of projects that support knowledge management and consistent business analysis systems and evaluation processes
* Manage specific systems and process activities to ensure the Department meets its statutory and whole of government reporting obligations to the Executive, Department, Treasury, Department of Premier and others as required
* Provide timely advice to internal stakeholders on planning, performance monitoring, business analysis and system improvement within established frameworks
* Source, collate and compile data and information to identify emerging issues and track and report on project progress against established milestones and deliverables

Key challenges

* Maintaining an effective network of staff throughout the Department to ensure that reporting and planning targets can be achieved
* Maintaining knowledge of current knowledge management practices and associated information technologies, business analytics and reporting processes
* Ensuring accurate, relevant and current key performance and reporting data and information is maintained and disseminated to the appropriate stakeholders

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Director & Manager  | * Receive advice and provide updates on the status of project activities
* Escalate issues and advise and present recommendations regarding the potential solutions
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| staff  | * Maintain existing networks across the department of staff members responsible for reporting and planning within their work areas, to jointly ensure that departmental reporting requirements are met
* Assist colleagues throughout the department on planning and reporting related activities
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| Team | * Actively contribute to the team's objectives and identified outcomes
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| **External** |  |
| Government agencies  | * Assist in coordinating reporting activities, ensuring high quality reports are provided to required standards and within set timeframes
* Gather information, build supporting relationships and identify emergent trends, methodologies and resources
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# Role dimensions

## Decision making

* Makes day to day decisions regarding project tasks in accordance with agreed project objectives and project plans
* Builds networks throughout the department and with government entities

## Reporting line

Manager

## 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 |
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| **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 |
|  | **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 |
| **Work Collaboratively**Collaborate with others and value their contribution | Encourage a culture that recognises the value of collaborationBuild cooperation and overcome barriers to information sharing and communication across teams and unitsShare lessons learned across teams and unitsIdentify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to workActively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
|  | **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 outcomesMake sure staff understand expected goals and acknowledge staff success in achieving theseIdentify resource needs and ensure goals are achieved within set budgets and deadlinesUse business data to evaluate outcomes and inform continuous improvementIdentify priorities that need to change and ensure the allocation of resources meets new business needsEnsure 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 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 basic financial terminology, policies and processes, including the difference between recurrent and capital spendingConsider financial implications and value for money in making recommendations and decisionsUnderstand how financial decisions impact the overall financial positionUnderstand and act on financial audit, reporting and compliance obligationsDisplay an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | Intermediate |
| **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 benefitsPrepare clear project proposals and accurate estimates of required costs and resourcesEstablish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirementsIdentify and evaluate risks associated with the project and develop mitigation strategiesIdentify and consult stakeholders to inform the project strategyCommunicate the project’s objectives and its expected benefitsMonitor the completion of project milestones against goals and take necessary actionEvaluate 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 |
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| **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 | 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 | Foundational |
|  | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| 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 | 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 |