

Role Description

Business Engagement Officer

Cluster	Finance, Services & Innovation
Department/Agency	Department of Finance, Services & Innovation (DFSI)
Division/Branch/Unit	Better Regulation Division – SafeWork NSW
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	March 2017

Primary purpose of the role

Provide support in the development and implementation of sound governance and business management functions, including the coordination of people, planning, project management, information management, financial management and business performance reporting.

Key accountabilities

- Develop and implement efficient and comprehensive functional processes to provide high level business governance services that support the delivery objectives
- Manage the planning and delivery of business functions in collaboration with the stream leads to ensure service expectations are designed to meet needs
- Provide a high level of administrative support services relating to business financials, performance, people resources, capability and systems
- Coordinate and manage resources, monitor and evaluate business support services, communicate outcomes and determine and implement improvement strategies in collaboration with key stakeholders
- Develop and implement awareness programs, provide guides and support resources including coaching to ensure functional processes and systems are implemented confidently and consistently
- Implement and maintain Service Level Agreements/Service Partnership Agreements (SLAs/ SPAs) across the business, coordinate contract performance and management reviews, work with key stakeholders on improvement strategies delivering cost effective solutions
- Prepare status reports, briefing notes, presentations and other forms of written documentation, to provide updates, information, progress against agreed targets and results against agreed measures
- Work in partnership with the management team maintaining respected business relationships through effective communication, negotiation and issues management to maximise outcomes

Key challenges

- Consulting and negotiating with diverse stakeholders to achieving mutually agreeable solutions, within agreed timelines in newly established business functions.
- Ensuring fit for purpose policies, systems and processes support delivery of strategic objectives
- Building a shared sense of direction and consistent level of service within a new operating environment

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and direction • Provide updates and reports on key projects, activities and priorities, issues and outcomes for board reports and stream managers • Provide advice and contribute to decision making • Coordinate programs and deliverables • Identify emerging issues/risks, implications and proposed solutions
Work Team	<ul style="list-style-type: none"> • Provide support in relation to business services, information services, project management, governance, financial management, administration, performance analysis, organisational reporting and staffing matters • Guide, support, coach and mentor team members • Work collaboratively to achieve team and business outcomes • Represent work group perspective and share information
Customers/Stakeholders	<ul style="list-style-type: none"> • Maintain effective working relationships and open communication channels • Provide updates on progress and create opportunities for feedback • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Address/respond to queries and provide solutions where possible, or direct query to relevant area
External	
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements • Consult, provide and obtain information, negotiate required outcomes and timeframes • Resolve and provide solutions to issues • Participate in forums, groups, to represent the agency and share information • Participate in discussions regarding innovation and best practice
Other Government Agencies	<ul style="list-style-type: none"> • Participate in meetings and represent SafeWork NSW perspective

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting Line

Program manager

Direct reports

Nil

Budget/Expenditure

As per DFSI Delegations Manual

Essential requirements




- Satisfactory criminal record check

Capabilities for the role


The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results	Intermediate	<ul style="list-style-type: none"> • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Think and Solve Problems		<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers	Adept	
Project Management		<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects