Role Description
Senior Manager Compliance

Cluster	Premier and Cabinet
Agency	Aboriginal Affairs NSW
Division/Branch/Unit	Office of the Registrar, Aboriginal Land Rights Act
Location	Parramatta
Classification/Grade/Band	Clerk Grade 11/12
Role Number	219416
ANZSCO Code	221214
PCAT Code	3221292
Date of Approval	November 2019
Agency Website	http://www.oralra.nsw.gov.au/

Agency overview

The role of Senior Manager Compliance is within the Office of the Registrar, Aboriginal Land Rights Act 1983 (ALRA). The Registrar is an independent statutory office holder appointed by the Governor under the Statutory and Other Offices Remuneration Act 1975.

The functions of the Registrar are set out in section 165 of the ALRA. These functions include registering land claims and maintaining the Register of Aboriginal Land Claims, maintaining the Register of Aboriginal Owners, approving the rules of Aboriginal Land Councils, issuing compliance directions, investigating complaints and mediating disputes.

The Minister administering the ALRA oversights the performance of the Registrar's statutory functions. Whilst closely linked to the Minister, Aboriginal Affairs New South Wales and land councils, the Registrar remains separate and independent. The Office of the Registrar strives for effective and efficient performance of the statutory and ancillary functions conferred to the Registrar in accordance with the ALRA. The Office plays a key role in contributing to the development, review and reform of the ALRA in partnership with Aboriginal Affairs NSW, the New South Wales Aboriginal Land Council (NSWALC) and other relevant government agencies.

Primary purpose of the role

The Senior Manager Compliance leads and manages the Office of the Registrar's governance team to provide complex advice and support to Aboriginal Land Councils to ensure compliance with the Aboriginal Land Rights Act 1983 (ALRA) and Aboriginal Land Rights Regulation 2014 (ALRR).

Key accountabilities

- Lead the development and delivery of the ORALRA's risk management framework for monitoring compliance of Aboriginal Land Councils

- Support and manage the delivery of expert advice and support to Aboriginal Land Councils in collaboration with the NSW Aboriginal Land Council and make recommendations for appropriate interventions
- Oversee priority projects including managing risk, identifying interdependencies and leveraging resources to maximise efficiencies
- Lead and oversee all aspects of project development and implementation, including preparing business cases and project plans, establishing appropriate governance, identifying, allocating and managing resources, and meeting reporting requirements, to ensure project outcomes are achieved on time, on budget, and to quality standards
- Develop and implement strategies and tools for the continuous monitoring and evaluation of projects, including risk and contingency management, benefits realisation, and project impact and quality measures, to identify and address issues and assess project progress and overall effectiveness
- Lead and manage project team/s, including internal and external project staff, to deliver all key project/s milestones and outcomes
- Manage stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged throughout the project and project deliverables are met
- Oversee research and formulate recommendations to support evidence based project planning and decision making

Key challenges

- Managing complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests
- Establish and maintain constructive working relationships with Officers of Aboriginal Land Councils whilst maintaining the highest standards of integrity and independence.
- Achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities

Key relationships

Who	Why
Internal	
Registrar	- Receive expert advice and provide regular reports on key projects, issues and priorities - Provide advice and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions
Governance and Compliance Team	- Guide, support, coach and mentor team members - Lead discussions and decisions regarding key projects and deliverables
Direct Reports	- Lead, direct, manage and support performance and development - Guide, support, coach and mentor
Stakeholders	- Provide expert advice on a range of governance and compliance issues and strategies - Optimise engagement to achieve defined outcomes

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Who	Why
	• Manage expectations and resolve issues
External	
Stakeholders including officers of Aboriginal Land Councils and Zone staff of the NSW Aboriginal Land Council	• Provide expert advice on relevant legislative requirements and best practice governance • Consult and collaborate to resolved compliance and goverancen issues and determine strategies to achieve practical outcomes • Provide regular updates on progress • Manage expectations and resolve issues
Consultants	• Communicate needs, facilitate routine business transactions and resolve issues • Negotiate and approve contracts and service agreements • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Role dimensions

Decision making

The role operates with a high level of autonomy, makes day to day decisions relating to work priorities and workload management, for themselves and any staff/project staff supervised. The role is accountable for the quality, integrity and accuracy of content of advice provided and for the delivery of assigned projects on time and at or below budgets.

Reporting line

The role will report to the Registrar

Direct reports

Senior Compliance Officer, Clerk Grade 9/10 X2

Administrative Support Officers, Clerk Grade 3/4

Budget/Expenditure

This role has a financial delegation to incur expenditure to a limit of $50,000. The role holder must obtain prior approval from the appropriate delegate and budget holder before incurring expenses. For allocated priority projects, this role, has responsibility for ensuring value for money, preparing accurate estimates and costs and resources and monitoring project budgets over the life of the project, including highlighting any risks and possible solutions.

Essential requirements

Demonstrated ability to communicate sensitively and effectively with, and understand issues impacting on Aboriginal and Torres Strait Islander peoples

In-depth knowledge of, and experience in the practical application of the Aboriginal Land Right Act 1983 and Aboriginal Land Rights Regulations 2014.

Current Driver's licence for travel around NSW.

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Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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**	**Advanced**
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	**Adept**
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	**Advanced**
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	**Adept**
	Manage Reform and Change	Intermediate

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 Display Resilience and Courage	Advanced	• Stay calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in the face of strong, contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Adept	• 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	• 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 • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues

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Group and Capability	Level	Behavioural Indicators
Think and Solve Problems		• Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Optimise Business Outcomes	Adept	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes

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