|  |  |
| --- | --- |
| **Cluster** | Regional NSW |
| **Agency** | Department of Regional New South Wales |
| **Group/Division/Branch** | Strategy Corporate and Performance / Data and Performance / Performance and Evaluation |
| **Location** | Regional NSW (preferred) |
| **Classification/Grade/Band** | Clerk Grade 9 / 10 |
| **ANZSCO Code** | 1119192 |
| **PCAT Code** | 511112 |
| **Date of Approval** | March 2023 |
| **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

The Senior Evaluation Advisor leads program evaluation services and related performance management and evidence projects to the Cluster, with the objective of establishing a reputation for evaluation excellence within the broader public sector. The role collaborates to ensure the performance, efficiency and effectiveness of programs is captured and understood and the evidence is used for the design and implementation of future programs.

The role also leads the development and implementation of program evaluation capacity and capability in the Department, aligning programs with government and departmental business cycles at a strategic level, and achieving compliance with relevant NSW Government policies and frameworks.

# Key accountabilities

* Develop and communicate the value proposition for the Department’s evaluation function by building credibility, rigour and expertise in evaluations undertaken.
* Lead the Evidence Community of Practice activities and other knowledge sharing initiatives to build the Department’s capability in evaluation, CBA, and business case development.
* Partner with other business units in the Department and across government to develop and foster strategic relationships, building a network of evaluation champions to train, inform and support the development, evaluation and continuous improvement of programs.
* Proactively build collaborative relationships internally and externally to identify and deliver evaluation priorities.
* Lead the adoption of the relevant NSW Treasury Guidelines and NSW Government Evaluation Framework across the Department, by developing effective methodologies, systems and tools to deliver best practice program reviews, evaluation and reporting.
* Provide expert advice and information to inform relevant stakeholders to enable informed decision-making regarding program evaluations, business case development and CBA.
* Develop and implement strategies for the monitoring and evaluation of programs to assist in preparation of reporting; identify risks and issues, ensure the achievement of desired outcomes.

Key challenges

* Planning, designing, supervising, and undertaking robust evaluations of a wide range of programs and policies, often given limited technical resources and information bases.
* Managing consultations and negotiations with diverse stakeholders, while anticipating and addressing contentious issues and providing accurate advice on complex issues.
* Providing considered advice and solutions in a high-volume work environment, with competing priorities and deadlines which are often changing and unpredictable.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive guidance and report on progress towards business objectives and discuss future directions * Provide expert advice and contribute to decision making * Identify emerging issues/risks and their implications and propose solutions. |
| Work Team | * Support team, work collaboratively to contribute to achieving organisation’s business goals. |
| Stakeholders | * Provide expert advice on evaluation, business cases and evidence-based policy making * Report and provide updates on project progress * Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation. |
| **External** |  |
| Government, public sector, non-government, industry and community stakeholders | * Provide expert advice on a range of program evaluation issues and strategies * Optimise engagement to achieve defined outcomes * Consult and negotiate on key program evaluation issues |
| Vendors/ Suppliers/ Consultants | * Manage contracts for quality, on time service delivery and performance targets. * Negotiate, collaborate and engage with suppliers to facilitate on-time delivery of projects, products and services. |

# Role dimensions

## Decision making

## Responsible for the management of own workload and priorities under overall guidance of the Manager. Refers more complex or contentious matters with associated options to the relevant Manager.

## Exercises initiative and make sound judgements, as well providing high level advice relating to the implications of alternative resource allocation options.

## Reporting line

Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

**Key knowledge and experience**

* Extensive experience in undertaking and managing program design and development, KPI formulation and evaluation.
* Thorough knowledge and experience in all aspects of program evaluation planning and delivery.
* Experience in conducting CBA and knowledge of NSW Treasury Policy and Guidelines are preferred.

**Essential requirements**

* Tertiary qualifications in public policy, social policy, economics, commerce or related disciplines or equivalent knowledge and experience.

# 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 | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Adept |
| **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 |
|  | **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 |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | 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 diverse perspectives and the need for compromise in negotiating mutually agreed outcomes  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relationships with internal and external stakeholders  Anticipate and minimise conflict | 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 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 |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | 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** |
|  | 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 | Adept |
|  | 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 | Advanced |
|  | 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 |