

Role Description

Department Liaison Officer



Planning,
Industry &
Environment

Cluster/Agency	Planning, Industry & Environment
Division/Branch/Unit	Corporate Service Partners / Ministerial Liaison Office
Location	52 Martin Place, Sydney
Classification/Grade/Band	Clerk, Grade 9/10
Role Family (<i>internal use only</i>)	Bespoke / Legal and parliamentary / Deliver
ANZSCO Code	224912
PCAT Code	1111492
Date of Approval	10 July 2015 (updated February 2018; August 2019)
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster (DPIE) was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The DLO, Clerk Grade 9/10, provides advice as well as high level administration support as required, to facilitate the effective and efficient operation of the Minister's office.

Key accountabilities

- Provide a readily accessible source of knowledge and skills regarding the operations of the department/agency(s) within the Minister's portfolio.
- Provide advice and responses regarding issues which affect the department.
- Send requests to DPIE for preparation of correspondence, briefing material, media releases, speeches and Parliamentary briefs, at the request of the Minister which address key issues for the portfolio and the Government.
- Draft briefs and correspondence, reports, and co-ordinate responses to Parliamentary questions for the Minister on behalf of the department in consultation with other departmental staff.
- Liaise with DPIE staff to ensure quality policy support and advice is provided to the Minister.
- Support the Minister's involvement in meetings, events and visits by coordinating quality, timely advice and written material.
- Maintain communication strategies and networks within the organisation to build an understanding of and commitment to the department's strategic intent.

Key challenges

- Managing the expectations of a diverse group of stakeholders including members of the public.

- Anticipating issues which may be raised with the Minister which require a response within a tight timeframe. This includes keeping abreast of emerging issues in the media which relate to the Minister's portfolio.
- Responding to sensitive matters within tight timeframes which affect the operations of NSW Department of Industry, having regard to the political environment in which the department operates.

Key relationships

Who	Why
Ministerial	
Minister's office and Members of Parliament	<ul style="list-style-type: none"> • Consult and liaise within the Minister's office and Members of Parliament. • Negotiate timeframes with the Minister's staff. • Keep abreast of issues affecting the department and the Minister's portfolio/s.
Internal	
MLO staff, Deputy Secretaries, senior management and other departmental staff.	<ul style="list-style-type: none"> • Provide information and advice to the MLO team, Deputy Secretaries, senior management and staff at all levels. • Negotiate with departmental staff for information and advice to be provided to meet the timeframes of the Minister, Secretary and clients. • Advise the department of the Minister's priorities for briefing papers and speech notes.
Other agencies and ministerial offices	<ul style="list-style-type: none"> • Network with agencies and other ministerial offices to establish appropriate links to garner required information and cooperation.
External	
Business enterprises, industry associations, Boards, other government agencies, the public and community groups.	<ul style="list-style-type: none"> • Provide and obtain information and advice from business enterprises, industry associations, Boards, other government agencies, the public and community groups.

Role dimensions

Decision making

- Acts in consultation with the Minister's Chief of Staff and senior advisers to deliver departmental outcomes, and seeks advice and clarification as required. This includes exercising discretion when making decisions and determining the approach to work undertaken and being responsible for interpretation and recommendations made.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times while considering the priorities and objectives of the Minister, Senior Executive and the department. This includes identifying issues that are of sufficient urgency or significance that need to be brought to the attention of relevant executives or managers.
- Provides advice and recommendations to the department in consultation with the Minister's staff, and liaise with departmental staff on sensitive or confidential issues in consultation with the Minister's staff.

- Identifies and leads implementation of systems improvements to enhance the engagement of Ministers' Offices by the MLO.
- Represents the department in meetings with stakeholders as required.

Reporting line

The role reports to the Manager - DLO Management Team in the MLO. The role reports to the Minister's Chief of Staff for day-to-day activities.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

- A working knowledge of the machinery of government and knowledge of the procedures required for ministerial correspondence, briefings, parliamentary material and speeches within the department.
- Knowledge of the functions and objectives of the department.





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	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> • Seek to promote the value of diversity for the organisation • Recognise and adapt to individual differences and working styles • Support initiatives that create an environment in which diversity is valued
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • 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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		safety of self and others <ul style="list-style-type: none"> • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation