

Role Description

Service Delivery Planner

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	Research and Business Excellence/Research Services
Location	Orange / Parramatta
Classification/Grade/Band	Clerk Grade 11 / 12
ANZSCO Code	511112
PCAT Code	1222292
Date of Approval	April 2020
Website	www.drnsw.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has 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.

NSW Primary Industries, as Department of Primary Industries (DPI), supports the development of profitable primary industries that create a more prosperous NSW and contribute to a better environment through sustainable use of natural resources.

Within NSW DPI, Research and Business Excellence provide world class scientific leadership, drives innovation and partners with other research and government entities to promote scientific and research excellence that maximises the NSW Government's return on investment for all primary industries sectors.

Primary purpose of the role

The role leads the coordination of business and asset management plans as part of the DPI wide Service Delivery Strategy (SDS) for future research directions and opportunities for DPI research institutes and stations supporting the needs of NSW primary producers. The role works with Strategic Asset Planner in the development of key business and asset performance indicators.

Key accountabilities

- Lead and manage the development of a Service Delivery Strategy in a consistent and standard format across DPI Research Services utilising branch business plans and the DPI strategic plan and its programs.
- Work with key internal stakeholders to coordinate the documentation of the services and outcomes DPI provides

- Lead the development of key result indicators and service measures that target the efficient utilisation of DPI Research Services physical resources including and human resources including identifying improvements to resource utilization accordingly
- Work with internal DPI stakeholders to identify and document emerging and strategic issues that may impact on service delivery or results; identifying major risks which may prevent a service from being delivered as planned;
- Facilitate the development of major strategies or initiatives, identifying interdependencies across DPI service delivery to maximize efficient physical and human resource required to achieve cost effective delivery of services and achieve results;
- Work with key DPI executive to agree on consistent business plan formats and identify common themes and opportunities across the diversity of DPI service delivery
- Contribute to the planning of complex projects, including provision of input into business cases, project plans and Gateway Reviews s
- Oversee research and formulate recommendations to support an evidence based approach to DPI asset management framework 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
- Achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities
- Leading and supporting a broad range of internal stakeholders that are geographically dispersed in the coordination and development of business planning.

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> • Receive advice 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
Strategic Asset Planner	<ul style="list-style-type: none"> • Lead, direct, manage and support performance and development • Guide, support, coach and mentor • Lead discussions and decisions regarding key projects and deliverables
Internal Stakeholders (Agriculture, Fisheries, Biosecurity, Chief Scientist)	<ul style="list-style-type: none"> • Provide expert advice on a range of project related issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues
External	
Stakeholders	<ul style="list-style-type: none"> • Engage in, consult and negotiate the development, delivery and evaluation of projects

Who	Why
	<ul style="list-style-type: none"> Manage expectations and resolve issues

Role dimensions

Decision making

This role has a high level of autonomy and is fully accountable for the delivery of work assignments and projects on time, within budget and to expectations in terms of quality, deliverables and outcomes. Refers to supervisor decisions that require significant change to project outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a higher level of management.

Reporting line

Director Research Services

Direct reports

Nil

Budget/Expenditure

Minimal direct noting significant influence over the Department of Primary Industry capital budget of \$40m and maintenance and utilities of \$20m.

Capabilities for the role

The [NSW public sector 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.

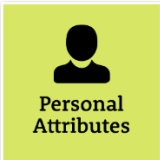
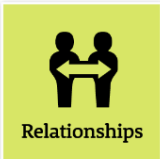
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Present with credibility, engage diverse audiences and test levels of understanding• Translate technical and complex information clearly and concisely for diverse audiences• Create opportunities for others to contribute to discussion and debate• Contribute to and promote information sharing across the organisation• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints• Explore creative ways to engage diverse audiences and communicate information• Adjust style and approach to optimise outcomes• Write fluently and persuasively in plain English and in a range of styles and formats
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Encourage a culture that recognises the value of collaboration• Build cooperation and overcome barriers to information sharing and communication across teams and units• Share lessons learned across teams and units• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop	<ul style="list-style-type: none">• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	practical solutions	<ul style="list-style-type: none"> • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of 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 own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact 	Advanced

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Manage transitions between project stages and ensure that changes are consistent with organisational goals Participate in governance processes such as project steering groups 	
		<ul style="list-style-type: none"> 	

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	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
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	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	Adept