

Role Description

ICT Service Delivery Coordinator



**Regional
NSW**

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|---------------------------|--|
| Cluster | Regional NSW |
| Agency | Department of Regional NSW |
| Division/Branch/Unit | Corporate Services / ICT |
| Location | Dubbo |
| Classification/Grade/Band | Clerk Grade 7-8 |
| Role Number | Bespoke/Information and Communication Technology/Support |
| ANZSCO Code | 225211 |
| PCAT Code | 1339192 |
| Date of Approval | October 2020 |
| Agency Website | 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

Assist the ICT Business Partner with managing customer and supplier relationships to ensure the ICT function and value provided by internal and external ICT service providers is realised.

Key accountabilities

- Assist the Business Partner to manage the business relationship between internal and external ICT suppliers and clients to understand the business, align ICT with the business and promote ICT capability within the business.
- Establish and maintain relationships and partner with executives and managers to ensure involvement in key business milestones including business planning, cultural change and business programs and they incorporate ICT considerations, and ICT plans support business outcomes
- Coordinate and follow up the internal and external service providers to ensure that activities and projects are delivered in a timely fashion and in line with operational requirements.
- Work closely with the Business Partner to research and analyse information and identify emerging ICT trends and assist with innovative solutions to drive improvement.
- Foster a supportive and high performing team culture to optimise the effectiveness of the ICT partnering function.

- Follow up advice and interventions to ICT issues to ensure operational and business requirements are met.

Key challenges

- Working with the Business Partner to engage and influence a diverse range of stakeholders to ensure service delivery meets business objectives.
- Engaging with a diverse range of stakeholders on ICT initiatives and processes, whilst modelling the highest standards of ethical behaviour, confidentiality and discretion.

Key relationships

| Who | Why |
|-------------------|---|
| Internal | |
| Manager | <ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions to influence decisions regarding ICT initiatives |
| Clients/customers | <ul style="list-style-type: none"> • Manage expectations, resolve issues and provide solutions to problems |
| Work team | <ul style="list-style-type: none"> • Work collaboratively to contribute to supporting the achievement of the organisation's business goals • Participate in meetings to obtain the work group perspective and share information |
| External | |
| Industry leaders | <ul style="list-style-type: none"> • Provide agency vision to promote agency perspective within the industry • Collaborate and share information. • Identify opportunities for partnering to address current and future needs and capitalise on innovation and best practice |

Role dimensions

Decision making

- Prioritises and manages multiple tasks and demands including matters with critical turnaround times required by internal clients, including Executive and senior management.
- Makes day to day decisions and provides advice on appropriate courses of action that might be taken to address ICT.
- Exercises discretion in determining the approach to work undertaken and is responsible for interpretation and recommendations made.

Reporting line

ICT Business Partner

Direct reports

Nil

Budget/Expenditure

Nil

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 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 | <ul style="list-style-type: none"> Focus on key points and speak in plain English Clearly explain and present ideas and arguments Listen to others to gain an understanding and ask appropriate, respectful questions Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly | Intermediate |
|  Relationships | Work Collaboratively Collaborate with others and value their contribution | <ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration | Intermediate |
| | | | |


| | | | |
|---|---|--|--------------|
| | | <ul style="list-style-type: none"> Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others | |
|  | Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions | <ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness | Adept |
| | Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | <ul style="list-style-type: none"> 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 |
|  | Technology Understand and use available technologies to maximise efficiencies and effectiveness | <ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements | Adept |

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 | Intermediate |
| | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  Relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
|  Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| | Project Management | Understand and apply effective planning, coordination and control methods | Intermediate |

| Occupation / profession specific capabilities | | |
|---|--|----------------|
| Capability Set | Category, Sub-category and Skill | Level and Code |
|  | Strategy and Architecture - Advice and Guidance | Level 5 - CNSL |
| | Consultancy | |
| | Business Change - Relationship Management | Level 6 - RLMT |
| | Stakeholder Relationship Management | |
| | Procurement and Management Support - Supply Management | Level 6 – SURE |
| | Supplier Relationship Management | |

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

| Category and Sub-Category | Level and Code | Level Descriptions |
|--|-----------------|---|
| Strategy and Architecture Advice and Guidance | Level 5 CNSL | CONSULTANCY (CNSL) – Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited. |
| Business Change Relationship Management | Level 5 RLMT | STAKEHOLDER RELATIONSHIP MANAGEMENT (RLMT) – Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision making processes. Captures and disseminates technical and business information. |
| Procurement and Management Support Supply Management | Level 4 SUPP | SUPPLIER RELATIONSHIP MANAGEMENT (SURE) – Collects supplier performance data and investigates problems. Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Validates that suppliers' performance is in accordance with contract terms. Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. Implements supplier management related service improvement initiatives and programmes. |