

Role Description

Manager Programs



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Regional Development and Programs/Regional Programs
Location	Various
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	139999
PCAT Code	2119192
Date of Approval	May 2020 (updated January 2023)
Agency Website	www.drnsw.nsw.gov.au

Agency overview

The Department of Regional NSW (DRNSW) 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.

The NSW Government's eyes and ears on the ground for regional development and infrastructure delivery, providing multi-agency coordination, program and grant funding, community planning and coordination, and emergency response delivery.

Regional Development and Programs plays a crucial leadership and community-facing role to support improved outcomes in economic development and community wellbeing for regional NSW.

Our Regional Programs branches coordinate and deliver sector excellence and leadership in grants design, administration, evaluation and program assurance to support social and economic outcomes for regional NSW. Regional Programs delivers a range of initiatives to promote economic growth and enhance community wellbeing across regional NSW by helping drive employment, improve local amenity, deliver positive outcomes for young people and respond to the emerging needs of regional communities through planning, management and delivery of the \$3b Regional Growth Fund.

Primary purpose of the role

Leads the coordination and delivery of regional development programs, providing strategic and program management oversight and support, including program and project reporting, governance and risk management, issue tracking, quality control and post project analysis and reporting. Acts as principle facilitator for the design of new funding streams including consideration of key outcomes, collaboration with internal and external stakeholders and securing approvals.

Key accountabilities

- Lead program delivery, developing and implementing appropriate governance and risk frameworks, performance measures, reporting standards, assessment tools and systems to track, monitor and report on identified milestones and deliverables to ensure effective governance of new and existing programs
- Collaborate with internal stakeholders and program partners, at a senior level, to effectively scope, develop and deliver appropriately targeted regional development programs to deliver identified outcomes within required timeframes
- Maintain and enhance a regional funding program framework, embedding administrative, audit and governance systems and processes, and embedding key performance measures to manage identified new and existing regional funding programs
- Manage the administration and appropriate allocation of funding support for peak regional committees, local councils, joint organisations, business chambers and industry bodies
- Foster and develop strategic working partnerships with internal and external stakeholders to broker, develop and deliver programs
- Provide expert advice to the senior executive and Minister's Offices on key initiatives including; tourism and event programs, infrastructure, jobs and skills initiatives and regional economic development. Contribute to preparation of written briefings, reports, submissions and correspondence to a state and national audience, as well as ministerial briefing papers and correspondence, on a range of programs and initiatives.
- Lead a team to deliver priority programs including supporting and cultivating talent, monitoring performance and undertaking recruitment.
- Ensure adherence to key governance and performance frameworks.

Key challenges

- Undertaking relationship management with government agencies, exercising diplomacy and astute judgment when liaising with peak regional advisory bodies, and other federal, state and local government agencies
- Identifying regional opportunities and risks to successfully deliver infrastructure, regional development and tourism programs and strategies.
- Effectively managing a team to deliver high quality outcomes within tight deadlines while ensuring adherence to governance processes and policies.

Key relationships

Who	Why
Internal	
Executive Director/Director	<ul style="list-style-type: none">• Advising on project management processes to advance the Australian and NSW Governments' infrastructure and regional growth initiatives and funding programs• Providing advice on issues management and responses
Senior Management team	<ul style="list-style-type: none">• Collaborating closely on strategy development, project development, business planning, submission of briefs and advice, and management of significant projects and/or issues
Work team	<ul style="list-style-type: none">• Guide, support, coach and mentor

Who	Why
External	
State and federal government agencies; local government	<ul style="list-style-type: none"> Build relationships and facilitate the identification of regional opportunities and risks for the NSW economy, to develop concepts and negotiate research and program priorities
Peak industry bodies, COAG, Industry Advisory Councils	<ul style="list-style-type: none"> Providing comprehensive analysis and information on specific programs Seek and provide advice and policy direction in whole or government or intergovernmental forums
Regional industry peak bodies and key stakeholders	<ul style="list-style-type: none"> Identify new and emerging initiatives, issues and markets, identifying key regional sectors to support the delivery of a suite of infrastructure and regional growth projects

Role dimensions

Decision making

- Provides program advice, priorities and direction on emerging issues impacting industry development, innovation, regional economic development and economic growth
- Has autonomy to deliver programs, and to change priorities within approved business plans
- Ensures all documents, reports, ministerial correspondence, project proposals and submissions are completed within required timeframes and to a high standard.

Reporting line

Director

Direct reports

2-5

Budget/Expenditure

TBA

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.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to 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 and difficult or controversial issues 	Advanced
	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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept













Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • 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
 Results	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
 Business Enablers	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the relevant relationships • Make decisions and prepare business cases, paying due regard to financial considerations 	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
<div> Business Enablers</div>	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• Manage transitions between project stages and ensure that changes are consistent with organisational goals• Participate in governance processes such as project steering groups	Advanced
<div> People Management</div>	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none">• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams• Develop work plans that consider capability, strengths and opportunities for development• Be aware of the influences of bias when managing team members• Seek feedback on own management capabilities and develop strategies to address any gaps• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way• Monitor and report on team performance in line with established performance development frameworks	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.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Advanced
 Relationships	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
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept