

Role Description

Principal Program Evaluation Officer



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI / Agriculture / Agricultural Resources
Location	Negotiable
Classification/Grade/Band	Clerk Grade 11 / 12
Role Family <i>(internal use only)</i>	Bespoke / Planning, Strategy, Governance and Risk / Lead
ANZSCO Code	511112
PCAT Code	2119192
Date of Approval	October 2021 (updated from June 2020; April 2019)
Website	www.dpi.nsw.gov.au

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.

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

Within NSW DPI, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

Primary purpose of the role

Lead the development and implementation of program evaluation for specific strategic high-level programs in DPI Agriculture. The role will also contribute to the capacity and capability of program evaluation for Regional NSW and DPI and will implement and integrate the NSW Government Evaluation Framework in program and development methodologies across NSW DPI Agriculture, embedding tools, processes, promoting knowledge sharing and business analytics, fostering best practice and establishing networks.

Key accountabilities

- Lead and manage the implementation of program evaluation for a wide range of specific strategic programs
- Lead the development of program evaluation capacity and capability within DPI Agriculture to inform better business outcomes under the Strategic Plan

- Lead the adoption of the NSW Government Evaluation Framework across DPI Agriculture, by developing and implementing effective methodologies, systems and tools to deliver best practice with regard to program review, evaluation and reporting
- Partner with Branches in Regional NSW and DPI 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 evaluation priorities that can be translated into practice to address strategic and service design challenges
- Embed and employ best practice evaluation and communication methodologies, systems and tools to support the critical analysis and communication of data and outcomes that are soundly based and defensible
- Provide expert advice on the outcomes and future direction of programs and policies to the DPI Executive and advocate for evidence based, strategic decision making and program improvement
- Engage staff on best practice evaluation, promoting collaboration through networks and forums to connect people and ideas, fostering cross organisational information sharing, and facilitate application of learning to continuously improve best practice and cost effective program implementation

Key challenges

- Developing, coordinating and implementing effective and innovative evaluation solutions to complex issues to drive continuous improvement
- Managing the expectations of a wide range of internal stakeholders where there are conflicting priorities and expectations and resolving contentious issues within tight timeframes
- Supporting change to improve and streamline service delivery through program management and evaluation

Key relationships

Who	Why
Internal	
Deputy Director General Agriculture; Group Director Agricultural Resources	<ul style="list-style-type: none"> • Provide advice to guide the evaluation of specific high level programs and ensure a fit for purpose evaluation framework is implemented
DPI Executive team	<ul style="list-style-type: none"> • Build capacity and capability at an Executive and management level in DPI
Department of Regional NSW	<ul style="list-style-type: none"> • Provide input and expertise on the development of Cluster wide evaluation initiatives • Facilitate DPI input to the NSW Government Evaluation Framework and Cluster Schedule
DPI Climate Change Research Strategy project leads	<ul style="list-style-type: none"> • Provide advice and build capability in program evaluation to the project leads of high level strategic evaluations

Who	Why
External	
Department of Premier and Cabinet, other government agencies	<ul style="list-style-type: none"> Collaborate with other agencies to build best practice in DPI through investigation of other models and practices Facilitate strategic and collaborative relationships to drive better business outcomes through world class program management and evaluation

Role dimensions

Decision making

- Lead the implementation of program evaluation for strategic high level programs in Agriculture
- Contribute to the NSW DPI Agriculture evaluation framework and integrate the NSW Government Evaluation Framework in NSW DPI Agriculture program and project management processes
- Embed rigorous and transparent processes for building evaluation capacity and capability across NSW DPI Agriculture

Reporting line

Group Director Agricultural Resources

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	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"> • 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	<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 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	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
	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
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • 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 	Advanced
	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

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	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	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	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	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
	Project Management	Understand and apply effective planning, coordination and control methods	Advanced