

Role Description

Senior Risk Engineer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Better Regulation Division/Subsidence Advisory NSW
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	541211
PCAT Code	1119192
Date of Approval	January 2019

Primary purpose of the role

Provides engineering expertise to support subsidence advisory services, including the assessment of claims and development applications. The role coordinates the development, implementation and evaluation of complex projects relating to mine subsidence impacts to achieve project outcomes and support the achievement of organisational objectives.

Key accountabilities

- Provide expert engineering input into claims assessments and reporting
- Provide expert subsidence regulatory advice and support for proposed developments to ensure compliance
- Manage and oversee all aspects of project planning, development and implementation for a range of projects. This includes developing project plans, coordinating resources, managing budgets, meeting reporting requirements, and supporting project-related activities
- Manage and oversee all aspects of Division's technical panel for claims assessment
- Ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope in line with established agency project management methodology
- Continually improve the claims assessment process to ensure consistency and quality customer service in line with legislative requirements
- Manage a project team/s, ensuring compliance with governance and quality requirements, to successfully deliver all key project/s milestones and outcomes
- Predicting potential financial liability for the Division from data provided by collieries, relevant authorities and the Division itself

Key challenges

- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected
- Keeping up to date with the range, pace and complexity of information and knowledge required to deliver quality service
- Consulting and negotiating with diverse stakeholders given the complexity and sensitivity of the projects within timelines

Key relationships

Who	Why
Internal	
Technical Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise, receive guidance and instructions • Provides reports, data and analysis • Present information and evidence of compliance • Identify emerging issues/risks and their implications and propose solutions
Work Teams	<ul style="list-style-type: none"> • Work collaboratively to exchange information in relation to engineering and claims matters • Inspire and motivate team, provide direction and manage performance • Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to share information and provide input on issues
Customers/clients	<ul style="list-style-type: none"> • Provide expert advice on project and claim related issues • Report and provide updates on project and claim progress • Consult and collaborate to resolve project and claim related issues, define mutual interests and determine strategies to achieve their realisation
External	
Consultants, Engineers, Architects, Building Contractors, mining industries	<ul style="list-style-type: none"> • Seek clarification and provide advice and responses to ensure prompt resolution of issues • Review technical reports/documents and provide expectation feedback • Manage contractors in achieving timelines and outcomes. • Engage and consult in the resolution of project and claim issues
Academics and SME's	<ul style="list-style-type: none"> • Obtain expert advice and guidance on best practice approach to mine subsidence
Government Authorities	<ul style="list-style-type: none"> • Provide expert advice to facilitate delivery of services related to mine subsidence and the assessment of development applications
Stakeholders	<ul style="list-style-type: none"> • Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Manager, decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Technical Manager

Direct reports

The role has no direct reports

Budget/Expenditure

As per the Customer Service delegations

Essential requirements

- Degree in Civil/Mining/ Geotechnical Engineering and relevant work experience in engineering, mining, building or construction
- NSW Driver's license
- Satisfactory Criminal Records check





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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	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 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 • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Actively listen to others and clarify own understanding Write fluently in a range of styles and formats 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
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Identify and share business process improvements to enhance effectiveness Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects