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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water /Infrastructure NSW/Technical and Advisory Services |
| **Location** | Negotiable |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **Role Family** *(internal use only)* | Adapted/ Projects and Programs/Deliver |
| **ANZSCO Code** | 232611 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2021 |
| **Agency Website** | <https://www.dpie.nsw.gov.au> |

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Water Group leads the NSW Government in providing confidence to communities and stakeholders with the transparent stewardship of water resources, provision of services and reforms that support sustainable and healthy environments, economies and societies across NSW. Within the Water Group, Water Infrastructure NSW leads the delivery of major water infrastructure projects across NSW.

Primary purpose of the role

Provide water planning and assessment subject matter expertise associated with Water Infrastructure and liaison with Water Infrastructure NSW. The role also provides knowledge transfer to support the delivery of the water infrastructure program consistent with State and Federal water management legislation, government directions, obligations and commitments.

# Key accountabilities

* Develop and provide expert planning advice for the water infrastructure program, undertaking planning activities including feasibility studies to inform future water infrastructure, planning and future proofing projects
* Lead and undertake research, analysing and interpreting data that impacts on strategic decision-making including population trends, projected water delivery targets, use and storage to develop evidence-based options and strategies, and mitigate risk
* Provide expert advice to inform recommendations to relevant stakeholders and support water infrastructure related water planning and implementation directions, within available budgets, timeframes, policy objectives and other project priorities.
* Provide leadership by guiding and mentoring staff, building professional knowledge across Water Infrastructure NSW, and undertaking lessons learnt activities to ensure consistent high quality planning expertise is provided to support the management of water resources and water infrastructure projects
* Represent Water Infrastructure NSW on inter-agency and regional committees promoting a whole of Government approach to water infrastructure, water planning and implementation.
* Lead and facilitate stakeholder engagement, consultation and negotiation on water infrastructure issues to identify and develop solutions and make recommendations that account for relevant factors and support sound decisions and approaches.
* Oversee the preparation of reports, briefs and correspondence to inform or respond to Agency and/or Government requests.

Key challenges

* Providing consistent, current and informed expert advice to government and non-government stakeholders, supporting water planning and implementation.
* Maintaining knowledge of the priorities, strategic directions, water infrastructure and planning issues for Water Infrastructure NSW, including trends and developments to enable effective input to planning and implementation processes.
* Developing policies, strategies, plans and programs that balance multiple complex issues with sensitivity to relationships with stakeholders, resource requirements, and service delivery impacts given varying and sometime conflicting perspectives and priorities.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director | * Receive guidance and provide regular updates and reports on assigned tasks and provide advice on escalating issues. * Ensure work is aligned with current priorities. * Identify, discuss and plan for emerging issues and negotiate outcomes. |
| Other WINSW staff | * Develop and maintain effective networks to provide and/or seek expert advice, support and assistance in planning and implementation issues. * Participate in cross agency teams to identify, discuss and resolve issues. * Share and transfer specialist knowledge, expertise and skills with/to colleagues. * Guide and support staff and work collaboratively to contribute to achieving team outcomes. * Lead discussions and decisions regarding key aspects of the water infrastructure program and statutory obligations. |
| **External** |  |
| Other NSW and Commonwealth Government agencies  Other stakeholders | * Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation in regard to water reform and statutory obligations. * Provide advice to water management issues |

# Role dimensions

## Decision making

This role:

* Has a high level of autonomy and is accountable for the delivery of work assignments and projects on time and to expectations in terms of quality, deliverables and outcomes.
* Refers to the Director, decisions requiring significant change to outcome or timeframes: are likely to escalate or create substantial or contentious precedent or require higher level delegations or decision-making.
* Submits reports, analysis, briefings and other forms of written advice in final format with minimal input required from supervisor.

## Reporting line

Director Environment and Planning

## Direct reports

Nil.

## Budget/Expenditure

Nil

Essential requirements

* Tertiary qualifications in environmental science, natural resources, planning or other relevant field and/or equivalent experience in the industry.
* Current valid NSW Driver Licence

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Model the highest standards of ethical and professional behaviour and reinforce their use  Represent the organisation in an honest, ethical and professional way and set an example for others to follow  Promote a culture of integrity and professionalism within the organisation and in dealings external to government  Monitor ethical practices, standards and systems and reinforce their use  Act promptly on reported breaches of legislation, policies and guidelines | Advanced |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | 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 |
| **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | 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 | | Recognise outcomes achieved through effective collaboration between teams  Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government  Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions  Network extensively across government and organisations to increase collaboration  Encourage others to use appropriate collaboration approaches and tools, including digital technologies | Advanced |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | 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 | | 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 | | Understand all components of the project management process, including the need to consider change management to realise business benefits  Prepare clear project proposals and accurate estimates of required costs and resources  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Identify and evaluate risks associated with the project and develop mitigation strategies  Identify and consult stakeholders to inform the project strategy  Communicate the project’s objectives and its expected benefits  Monitor the completion of project milestones against goals and take necessary action  Evaluate progress and identify improvements to inform future projects | 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| 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 |
|  | Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
|  | 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 |