

Role Description

Digital Transformation Officer

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	Biosecurity & Food Safety
Role number	TBC
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	261111
PCAT Code	1226192
Date of Approval	31 October 2021
Agency Website	https://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 has 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.

We focus on four cultural attributes to deliver our outcomes: Ownership, Customer Experience, Innovation and Collaboration. These attributes are the pillars of our Corporate Plan.

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, the Biosecurity Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

The Digital Transformation Officer will focus on applying technology to improve inefficient business processes and creating more satisfying customer experiences.

Key accountabilities

- Build relationships with customers with a focus on business process improvement, helping them to achieve maximum value from our investments in business systems.

- Run and document requirements gathering and solution discovery sessions with customers to understand their requirements, refine stories and steps required to deliver.
- Use your development and integration skills to build proof of concept and demo forms and mobile apps.
- Work with our suppliers to refine and develop more complex solutions.
- Maintain quality design documentation to confirm agreed understanding.
- Co-ordinate project requirements and facilitate effective change management processes to support the delivery of projects.

Key challenges

- Dealing with a diverse range of projects requiring quality outcomes given tight timeframes and customers with competing priorities.
- Distilling business needs to identify fit for purpose options - the devil is often in the detail.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive direction
Work team	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to represent work group perspective and share information • Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/Customers	<ul style="list-style-type: none"> • Build and maintain effective relationships with key stakeholders to determine changing business requirements and potential solutions. • Document issues and provide solutions to problems
External	
Clients/Customers	<ul style="list-style-type: none"> • Build and maintain effective relationships with key stakeholders to determine changing business requirements and potential solutions. • Document issues and provide solutions to problems

Role dimensions

Decision making

- Works under general direction within a clear framework of accountability
- Plans and manages own work priorities within the context of the role and project priorities.
- Has autonomy to initiate their own work and that of others and is responsible for meeting allocated objectives.

Reporting line

Manager Business Systems

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

Skills in any of the following would be highly regarded:

- Agile Methodologies
- HTML5 and CSS
- Javascript/Javascript frameworks (React, Angular, Vue, etc.)
- NodeJS
- Application integration using APIs
- Relational databases and SQL Server scripting
- Project and issue tracking software (e.g JIRA)
- Documentation, modelling, wireframing tools (e.g Confluence, MS Project or Lucidchart, Balsamiq)

Essential requirements

- Current NSW Drivers Licence
- Ability and willingness to travel.

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
<div> Personal Attributes</div>	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
<div> Relationships</div>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Tailor communication to diverse audiences• Clearly explain complex concepts and arguments to individuals and groups• Create opportunities for others to be heard, listen attentively and encourage them to express their views• Share information across teams and units to enable informed decision making• Write fluently in plain English and in a range of styles and formats• Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	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
<div> Results</div>	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	Adept

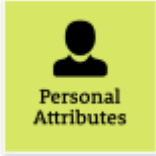
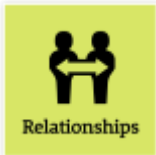


		organisational objectives and the user experience	
		<ul style="list-style-type: none">• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience• Seek contributions and ideas from people with diverse backgrounds and experience• Participate 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	
	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
Occupation specific capability set			
	Development and implementation – User Experience – User experience analysis	<ul style="list-style-type: none">• Selects appropriate techniques and tools to develop user stories and elicit user experience requirements in complex situations.• Identifies and describes the design goals for systems, products, services and devices.• Identifies the roles of affected stakeholder groups. Resolves potential conflicts between differing user requirements.• Specifies measurable criteria for the required usability and accessibility of systems, products, services and devices.	Level 4 - UNAN
	Change and Transformation - Change Analysis - Requirements Definition and Management	<ul style="list-style-type: none">• Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.• Contributes to selecting the requirements approach.	Level 4 - REQM

	<ul style="list-style-type: none"> Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements. Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source. 	
Change and Transformation - Change Analysis - Business Modelling	<ul style="list-style-type: none"> Conversant with techniques covering the full range of modelling situations. Models current and desired scenarios as directed. Selects appropriate modelling techniques for meeting assigned objectives. Gains agreement from subject matter experts on models produced. Reviews resulting models with stakeholders and resolves identified issues. 	Level 3 – BSMO

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	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Occupation specific capability set



Change and Transformation -
Change Implementation -
Portfolio, Programme and
Project Support

- Provides administrative services to project boards, project assurance teams and quality review meetings.
- Uses recommended portfolio, programme and project control solutions for planning, scheduling and tracking.
- Sets up project files, compiles and distributes reports.
- Provides guidance on project management software, procedures, processes, tools and techniques.

Level 3 - PROF

Relationships and Engagement -
Stakeholder Management -
Stakeholder Relationship
Management

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

Level 4 – RLMT