

# Role Description

## Senior Advisor Ministerial and Parliamentary Services



Customer Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	224912
PCAT Code	1111592
Date of Approval	July 2020

### Primary purpose of the role

Responsible for managing Senior Executive and Ministerial matters and service across a range of sensitive, urgent and complex issues to develop, manage and oversee the preparation of complex and high-quality correspondence and responses to Ministerial and Parliamentary requests and/or Government Information Public Access (GIPA) Act requests to meet the requirements of the business and Minister's offices.

### Key accountabilities

- Lead and manage the effective coordination, collation and development of information to ensure that input on products and services (including briefings, correspondence, Cabinet and Parliamentary service matters) are provided on time, accurate and completed to expected standards
- Provide expert advice and input on urgent, contentious and complex issues, and manage development of, and/or prepare critical papers and documentation to ensure timely delivery of services and a positive customer experience
- Provide high level conceptual and analytical services, including developing solutions to complex and sensitive problems, translating and delivering information and reports to diverse audiences, including the Minister(s) and Executives to support informed decision making
- Collaborate with, mentor and guide staff and business to improve capability and ensure successful delivery of products and services in line with policies, procedures, and service standards to manage performance and capacity to meet service agreements and business needs
- Provide expert advice, guide, mentor and coach others, ensuring a positive team culture and strong performance to achieve business outcomes
- Build, develop and maintain positive and productive relationships with customer and stakeholder based on cooperation, trust and respect to facilitate effective and optimal service delivery
- Prepare a range of documents including status updates, reports, discussion papers, correspondence and briefings to ensure accurate and timely responses to issues and enquiries to expected standards
- Maintain an understanding of Parliamentary functions, policies, legislation and the NSW system of government to enable prompt and effective identification of emerging issues and trends, to proactively advise customers and stakeholders on matters that may impact services

## Key challenges

- Successfully managing multiple deadlines in accordance with agreed standards and milestones given heavy workloads, short deadlines with the need to maintain confidentiality and act with discretion
- Developing a network of key stakeholders, effectively influencing subject matter experts and managing interdependencies, while ensuring a positive customer experience in an environment of political and commercial sensitivity
- Successfully exercising sound judgement, sensitivity and confidentiality in a diverse function and a high volume, complex and changing work environment

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise, receive guidance and instructions</li> <li>• Provide expert advice on broader unit issues</li> <li>• Make recommendations regarding development, performance and service level standards</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Guide, support, coach, mentor and manage performance</li> <li>• Review work and proposals to ensure integrity and accountability of decision making</li> <li>• Provide own perspective and share information</li> <li>• Work collaboratively with, inspire, motivate, create a positive work environment and positive employee experience</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Guide, support, coach and mentor to deliver business Provide positive and constructive feedback</li> <li>• Set Performance standards</li> </ul>
Customer/Stakeholder	<ul style="list-style-type: none"> <li>• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues</li> <li>• Provide expert advice to resolve complaints</li> </ul>
Offices of the Executive Directors/ Office of the Deputy Secretary/ Office of the Secretary	<ul style="list-style-type: none"> <li>• Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or division if required</li> </ul>
<b>External</b>	
Customers/ Stakeholders	<ul style="list-style-type: none"> <li>• Contribute to a client-focused approach to service delivery</li> <li>• Participate in forums and groups to represent the agency and share information</li> </ul>
Industry professionals/ consultants	<ul style="list-style-type: none"> <li>• Seek/maintain specialist knowledge/advice and collaborate on sector changes and industry issues and keep up with best practice in related industries</li> <li>• Represent the agency to educate and provide information</li> </ul>

- Respond and resolved queries, providing information and/or resources or redirect to the appropriate person or division if required
- 

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control. 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

Manager

### Direct reports

Up to 10 direct reports

### Budget/Expenditure

As per Customer Service Delegation

## Key knowledge and experience

- Extensive knowledge and understanding of government systems, Parliamentary functions and knowledge of relevant legislation

## 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
 <p>Personal Attributes</p>	<p><b>Display Resilience and Courage</b></p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Present with credibility, engage diverse audiences and test levels of understanding</li> <li>• Translate technical and complex information clearly and concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Contribute to and promote information sharing across the organisation</li> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>	Advanced
	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Results</p>	<p><b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>• Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others</li> <li>• Take account of the wider business context when considering options to resolve issues</li> <li>• Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements</li> <li>• Implement systems and processes that are underpinned by high quality research and analysis</li> <li>• Look for opportunities to design innovative solutions to meet user needs and service demands</li> <li>• Evaluate the performance and effectiveness of services, policies and programs against clear criteria</li> </ul>	Advanced
 <p>Business Enablers</p>	<p><b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate
 <p>People Management</p>	<p><b>Manage and Develop People</b></p>	<ul style="list-style-type: none"> <li>• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Look for ways to develop team capability and recognise and develop individual potential</li> <li>• Be constructive and build on strengths by giving timely and actionable feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolving issues</li> <li>• Effectively support and manage team members who are working flexibly and in various locations</li> </ul>	Intermediate

## FOCUS CAPABILITIES

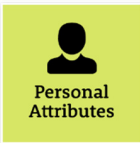
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Create a safe environment where team members' diverse backgrounds and cultures are considered and respected</li> <li>Consider feedback on own management style and reflect on potential areas to improve</li> </ul>	
	<b>Optimise Business Outcomes</b> Manage people and resources effectively to achieve public value	<ul style="list-style-type: none"> <li>Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives</li> <li>Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning</li> <li>When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences</li> <li>Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context</li> <li>Monitor performance against standards and take timely corrective actions</li> <li>Keep others informed about progress and performance outcomes</li> </ul>	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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	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	Intermediate

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	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	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate