

# Role Description

## Program Lead, Flood



<b>Agency</b>	Department of Climate Change, Energy, the Environment and Water
<b>Division/Branch/Unit</b>	Conservation Programs, Heritage and Regulation Group / Conservation Programs / Marine, Coast, Estuary and Flood
<b>Role number</b>	TBA
<b>Classification/Grade/Band</b>	Environment Officer Class 12
<b>ANZSCO/OSCA Code</b>	511112/511231
<b>PCAT Code</b>	1229192
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<b>Agency Website</b>	<a href="http://www.dcceew.nsw.gov.au">www.dcceew.nsw.gov.au</a>

*Ensuring a sustainable NSW through climate change and energy action, water management, environment and heritage conservation and protection.*

### Who we are

The NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW) works to protect the state's environment and heritage. It leads the way on climate change, driving the sustainable transition to a net zero economy, powered by affordable, reliable, and clean energy.

DCCEEW conserves and protects the state's natural environment. It manages the NSW national park estate, including its rich and diverse biodiversity and Aboriginal cultural heritage for future generations.

DCCEEW also ensures sustainable management of water resources across the state, to support the environment, communities and industry.

We acknowledge the ongoing custodial responsibilities of the Aboriginal peoples of NSW to care for Country and water and are committed to establishing meaningful partnerships with Aboriginal peoples in the management of the environment.

### Primary purpose of the role

Lead the design, implementation, monitoring, and evaluation of programs and initiatives that effectively manage floodplain risks and provide value for public money. Supporting consistent program delivery across regions, agencies, and external stakeholders including local councils by overseeing planning, implementation, monitoring, reporting and evaluation to align with strategic priorities.

### Key accountabilities

- Develop and manage a range of programs throughout the program lifecycle, ensuring effective planning, stakeholder management and financial and risk management processes, to guide program delivery in meeting business objectives.
- Establish and uphold governance and risk frameworks to enable timely, cost-effective, and quality delivery of strategic programs and initiatives, in line with government priorities.
- Develop and implement strategies and tools for the continuous monitoring and evaluation of programs, including risk and contingency management, benefits realisation, program impact and

quality measures, to identify and address issues and assess program progress and overall effectiveness.

- Lead a multidisciplinary, geographically dispersed team to provide expert and strategic advice and support with the development, implementation, management and reporting of programs, to ensure senior management and key stakeholders are fully briefed on the status of programs.
- Develop and report on program plans, budgets, and timelines for overall program delivery to ensure the achievement of results including effective financial management and delivery of programs.
- Coordinate and motivate multidisciplinary project teams to establish and maintain a culture of teamwork, achievement, accountability and outcomes focus that drives the successful delivery of project objectives
- Manage stakeholder relationships through effective communication, engagement and issues management to ensure stakeholders are optimally engaged throughout the implementation of a program and program deliverables are achieved.
- Lead the coordination of statewide assistance to regional teams and ensure consistency in terms of technical and policy assistance and advice.

## Key challenges

- Operating in a multi-disciplinary, geographically dispersed team while playing a key role in the coordinated delivery of state-wide programs.
- Understanding the complexities of issues, developing and maintaining a high-level awareness of stakeholder needs and expectations and dealing with the community and business impacts.
- Establishing and maintaining an effective governance framework, managing risk, issues, benefits and priorities to deliver results in relation to agreed program outcomes.

## Key relationships

Who	Why
<b>Internal</b>	
Executive	<ul style="list-style-type: none"> <li>• Engage in and consult on the development, delivery and evaluation of projects, programs and initiatives</li> <li>• Identify and escalate new or emerging issues</li> <li>• Establish and maintain effective working partnerships</li> </ul>
Manager	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards delivering on projects and achieving project objectives.</li> <li>• Provide expert advice and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> </ul>
Work team/other staff	<ul style="list-style-type: none"> <li>• Participate as a member to deliver the Department's strategies and key priorities from an operational perspective</li> <li>• Guide, support, coach and mentor team members.</li> <li>• Provide expert timely advice on issues, trends and risks with the potential to significantly impact on the area.</li> <li>• Lead and where appropriate, participate in cross branch, divisional, department and external agency program teams, working parties and similar forums established to develop and deliver diverse</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Provide expert advice on a range of program, policy and project related areas.</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>• Manage expectations and resolve issues.</li> <li>• Foster collaborative relationships and partnerships.</li> </ul>
<b>External</b>	
Customers/Stakeholder	<ul style="list-style-type: none"> <li>• Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required</li> <li>• Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards</li> <li>• Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues</li> </ul>
Industry professionals/ Consultants	<ul style="list-style-type: none"> <li>• Seek/maintain specialist knowledge/advice and collaborate on the implementation of organisation strategies, to keep abreast of best practice</li> <li>• Collaborate with and seek/maintain specialist knowledge/advice</li> <li>• Participate in forums, groups to represent the agency and share information</li> <li>• Participate in discussions regarding innovation and best practice</li> </ul>
Other Government Agencies	<ul style="list-style-type: none"> <li>• Participate in meetings and represent the organisation's perspective</li> <li>• Provide and share information, discuss and seek input on matters or issues</li> <li>• </li> </ul>
Industry and Industry Leaders	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships</li> <li>• Collaborate with and provide expert opinion to on policy and regulatory design matters</li> <li>• Advocate agency position, influence and negotiate with</li> </ul>

## Role dimensions

### Decision making

This position operates with a high level of autonomy and is expected to determine work priorities within agreed work plan, make day-to-day operational decisions and exercise delegated authority. The position is fully accountable for the delivery of assigned projects on time and at, of below budget and for the quality, accuracy and integrity of the content of expert advice provided.

### Reporting line

The role reports to the Senior Manager Flood Program

### Direct reports

This role may have up to four (4) direct reports

### Budget/Expenditure

The Program Lead Flood may be responsible for managing budgets for particular projects or programs. Varies as per project and program requirements.

## Key knowledge and experience

- Sound knowledge of floodplain risk management processes and the complex operational and strategic requirements for the delivery of floodplain risk management studies and plans.
- Demonstrated project and program management skills and experience along with strong organisational skills to plan, manage and deliver multiple projects on time and within resources.

## Essential requirements

- Tertiary qualifications in engineering, natural resources, environmental science, natural resource management, or engineering, marine biology or related disciplines.
- Current NSW driver's licence and ability and willingness to travel throughout the state when required

## 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.

Capability group/sets	Capability name	Behavioural indicators	Level
	<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><b>Manage Self</b></p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> <li>• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>• Actively seek, reflect and act on feedback on own performance</li> <li>• Translate negative feedback into an opportunity to improve</li> <li>• Take the initiative and act in a decisive way</li> <li>• Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation</li> </ul>	Advanced

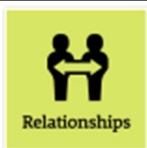


### Communicate Effectively

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



### Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- 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 diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict

Adept



### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept



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### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- 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 organisational objectives and the user experience
- 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

Adept



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### Project Management

Understand and apply effective planning, coordination and control methods

- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Advanced



### **Optimise Business Outcomes**

Manage people and resources effectively to achieve public value

- Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives
- Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning
- When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences
- Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context
- Monitor performance against standards and take timely corrective actions
- Keep others informed about progress and performance outcomes

Adept

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## 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.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate