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| **Cluster** | Climate Change, Energy, the Environment and Water |
| **Agency** | Department of Climate Change, Energy, the Environment and Water |
| **Division/Branch/Unit** | Conservation and Science/Regional |
| **Role number** | Generic |
| **Classification/Grade/Band** | Environment Officer Class 10 |
| **ANZSCO Code** | 234311 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | May 2023 (updated from December 2020; and May 2016) |
| **Agency Website** | www.dcceew.nsw.gov.au |

*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

To implement a robust and credible compliance and audit program within the region; and contribute to the development and implementation of best practice and innovative environmental and conservation programs.

Key accountabilities

* Provide specialist knowledge and experience to operational activities of compliance teams undertaking investigation, enforcement, audit and non-regulatory activities that promote compliance.
* Participate in the review, development, delivery, evaluation and reporting of operational compliance programs and procedures within the region, in collaboration with Regional Operations Division management.
* Coach and mentor operational compliance and regulation staff to meet performance expectations in line with organisational objectives.
* Ensure that compliance and regulatory programs and activities promote good governance and are consistent with DPE compliance policies and procedures.
* Participate in processes to review, develop and implement policy or regulatory improvements.
* Prepare written reports, submissions, briefing notes and ministerial correspondence.
* Participate in processes to allocate available resources and multidisciplinary team members on compliance operations were required to deliver priority outcomes.
* Assist the team in managing work health and safety to protect workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work.

Key challenges

* Potential dealings with hostile stakeholders who are impacted by environmental compliance and regulatory programs.
* Developing innovative and conceptual solutions to address operational complexities.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Team Leader, Compliance and Regulation | * Receive guidance and support; provide advice and exchange information. |
| DCCEEW | * Participate as a senior member of the regional compliance and regulation team to deliver DCCEEW’s mission, strategies and key priorities from an operational perspective * Participate in a range of forums to influence and provide expert advice on operational activities ensuring consistency with government policy and legislative requirements. |
| **External** |  |
| Business community, non-government organisations, and government stakeholders | * Develop and maintain effective working relationships with external stakeholders to ensure their involvement and engagement in developing forward looking and dynamic programs and practices. |
| Members of the public/community | * Negotiate with, and provide regulatory and compliance advice. |

# Role dimensions

## Decision making

The Senior Operations Leader, Compliance and Regulation operates with a high level of autonomy, makes day to day decisions relating to their own work priorities and workload management, and is accountable for the quality, integrity and accuracy of advice provided. The role exercises delegated authority consistent with EH policy and under a range of NSW Acts and other State and Commonwealth legislations. The role influences and negotiates with key internal and external stakeholders regarding environmental performance and the adoption of effective environmental management practices.

## Reporting line

Reports to Senior Team Leader Compliance and Regulation.

## Direct reports

* 1. Direct reports

*The number of direct and indirect reports will vary depending upon location*.

## Budget/Expenditure

Nil

Key knowledge and experience

* Demonstrated knowledge of and experience in the delivery of complex compliance and governance programs, audits and investigations.
* Experience in developing, implementing and monitoring operational plans for the delivery of complex programs, with a demonstrated track record of providing program direction and achieving results.
* Experience in implementing work health and safety provisions for field based staff.

Essential requirements

* Hold ISO 19011 auditor certification or similar, or have capacity to obtain such certification within 3 months of commencement in this role.
* As this role carries a high degree of decision making, and requires a significant level of integrity when conducting regulatory and compliance activities a Criminal History Check is a requirement of this role.
* Current Class C Driver’s 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 | | 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 |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Influence others with a fair and considered approach and present persuasive counter-arguments  Work towards mutually beneficial ‘win-win’ outcomes  Show sensitivity and understanding in resolving acute and complex conflicts and differences  Identify key stakeholders and gain their support in advance  Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise  Anticipate and minimise conflict within the organisation and with external stakeholders | 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 | | 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 |
|  | **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 |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | | Collaborate to set clear performance standards and deadlines in line with established performance development frameworks  Look for ways to develop team capability and recognise and develop individual potential  Be constructive and build on strengths by giving timely and actionable feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolving issues  Effectively support and manage team members who are working flexibly and in various locations  Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected  Consider feedback on own management style and reflect on potential areas to improve | Intermediate |

# 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 | Intermediate |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Adept |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | 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 |
|  | Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Intermediate |