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| **Cluster** | Planning , Housing and Infrastructure |
| **Agency** | Department of Planning, Housing and Infrastructure |
| **Division/Branch/Unit** | Governance & Legal | Governance | Risk and Resilience |
| **Location** | Parramatta |
| **Role number** | Generic |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1227392 |
| **Date of Approval** | September 2024 (updated from March 2021, October 2023,August 2024) |
| **Agency Website** | https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure |

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

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 builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities

Primary purpose of the role

The Senior Risk Officer is a Line 2 role, championing a culture of risk management and resilience, driving maturity across the organization. They provide strategic guidance to management in implementing the Risk Management Framework, collaborating closely with DPHI stakeholders and programs to deliver expert advice and support in navigating risk and optimizing control environments.

Key accountabilities

* Support the branch and manager in establishing, influencing and managing stakeholder relationships, including key risk practitioners or champions, while providing specialist advice and information across all levels of DPHI.
* Collaborate with stakeholders and management on initiatives to improve risk management information, quality and consistency across DPHI , coordinating risk assessments, providing insights, and challenging assessments and assumptions as necessary.
* Implement continuous improvement initiatives to enhance the DPHI risk management framework, systems and processes.
* Coordinate the delivery of risk awareness, training, and upskilling programs to DPHI staff to build capability in the application of risk management.
* Plan and facilitate risk assessment workshops and risk reviews, and support participants to identify solutions to effectively mitigate risks.
* Coordinate the regular analysis, review and updating of DPHI risk registers through the department’s risk management system and provide advice to agencies to facilitate the management of risks and support the review and updating of business continuity plans and related processes as required.
* Undertake periodic review of risk maturity across DPHI to inform the design and implementation of continuous improvement programs.
* Draft quality, informative written reports and briefs, and contribute to enterprise, group and division risk reporting for a range of executive audiences as well as Audit and Risk Committee.

Key challenges

* Ensure advice to the business is accurate and fit for purpose regarding control management and risk mitigation activities whilst ensuring they remain timely, cost effective and practical
* Maintain contemporary and high-quality risk and resilience practices within the DPHI Cluster in order to assist with the development of policies and procedures
* Foster consistency in approach and quality of risk management records in an environment of competing operational priorities, diverse business processes and geographically dispersed work locations.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager Risk and Resilience | * Provide advice and contribute to decision making
* Identify emerging issues/risks and their implications, and propose solutions
* Receive guidance and provide regular updates on key projects issues and priorities
* Provide feedback on the risk management and resilience frameworks, systems, processes for continuous improvement
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| Business managers and risk practitioners  | * Provide specialist risk and resilience advice and support to build capability within business areas,
* Develop a role of trusted advisor through collaboration on risk assessment workshops, risk reviews and provision of risk and resilience expertise on special projects
* Develop and maintain effective networks to provide and/or seek specialist advice, support and assistance to improve risk management tools, processes and systems.
* Work proactively with risk champions and coordinators to improve the overall quality of risk information and level of risk maturity across the DPHI Cluster.
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| Team Members  | * Support and work collaboratively with team members, maintaining flexibility and open communication channels
* Contribute to discussions and decisions regarding various aspects of the risk management framework.
* Collaborate on special projects
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| **External** |  |
| Other NSW Government Agencies | * Seek advice and provide support in ways to continuously improve and share information the DPHI risk management framework.
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# Role dimensions

## Decision making

The role:

* Is expected to plan and set priorities for work, with some level of autonomy and independence, making day to day decisions relating to work priorities and workload management, while escalating issues as required.
* Exercises discretion and judgement in providing advice and is accountable for the quality of work performed and the integrity and accuracy of content of advice provided.

## Reporting line

Reports to the Manager Risk and Resilience

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* Sound knowledge of corporate governance, internal control, and risk management principles and practices and exposure to a wide range of enterprise operations and activities
* Proven record in delivering corporate governance and risk management services
* Sound knowledge and understanding of government processes, public sector management, and NSW public sector legislation.

Essential requirements

* Qualifications in governance, risk management or related disciplines; or equivalent experience.

## **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**

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | Be flexible, show initiative and respond quickly when situations changeGive frank and honest feedback and adviceListen when ideas are challenged, seek to understand the nature of the comment and respond appropriatelyRaise and work through challenging issues and seek alternativesRemain composed and calm under pressure and in challenging situations | Adept |
| personal-attributes | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way and encourage others to do soAct professionally and support a culture of integrityIdentify and explain ethical issues and set an example for others to followEnsure that others are aware of and understand the legislation and policy framework within which they operateAct to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| relationships | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Use facts, knowledge and experience to support recommendationsWork towards positive and mutually satisfactory outcomesIdentify and resolve issues in discussion with other staff and stakeholdersIdentify others’ concerns and expectationsRespond constructively to conflict and disagreements and be open to compromiseKeep discussions focused on the key issues | Intermediate |
| results | **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 outcomesMake sure staff understand expected goals and acknowledge staff success in achieving theseIdentify resource needs and ensure goals are achieved within set budgets and deadlinesUse business data to evaluate outcomes and inform continuous improvementIdentify priorities that need to change and ensure the allocation of resources meets new business needsEnsure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| results | **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 evidenceAnticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experienceApply creative-thinking techniques to generate new ideas and options to address issues and improve the user experienceSeek contributions and ideas from people with diverse backgrounds and experienceParticipate in and contribute to team or unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness | Adept |
| business-enablers | **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 benefitsPrepare clear project proposals and accurate estimates of required costs and resourcesEstablish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirementsIdentify and evaluate risks associated with the project and develop mitigation strategiesIdentify and consult stakeholders to inform the project strategyCommunicate the project’s objectives and its expected benefitsMonitor the completion of project milestones against goals and take necessary actionEvaluate 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.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| 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 | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| results | 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 |
| 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 |