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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** | **Energy, Climate Change and Sustainability** |
| **Classification/Grade/Band** | **Clerk 9/10** |
| **ANZSCO Code** | **511112** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **June 2024** |
| **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

Manage the development, implementation, monitoring, improvement and evaluation of key projects within programs across business, government, and/or household sectors which are effective, innovative and meet priority objectives while demonstrating good value for public expenditure and achieving sustainability, climate change and net zero emissions outcomes.

Key accountabilities

* Manage and oversee all elements of program design and development aligned to government policies and priorities, including preparing business cases and project plans, establishing appropriate governance, identifying and allocating resources, and meeting reporting requirements to ensure program design meets the target audiences’ needs and supports efficient and timely delivery of outcomes.
* Manage elements of program delivery, including delivery of a portfolio of projects, interdependencies and risks, allocating resources and meeting reporting requirements, to ensure outcomes are achieved on time, on budget, and to quality standards.
* Guide monitoring, research and evaluation and identify recommendations to support evidence-based program planning, improvement and strategic decision making to meet the needs of target audiences.
* Manage stakeholder relationships throughout the program lifecycle through effective communication, negotiation and issues management to ensure project, program and portfolio objectives are met.
* Provide expert advice and information to stakeholders on emerging program issues and present recommendations to support delivery in line with established plans, budgets, timeframes, and strategic priorities.

Key challenges

* Achieving assigned program objectives within a high volume and evolving work environment and managing competing demands and priorities.
* Dealing with complex and sensitive consultations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests to deliver collaborative outcomes.
* Identifying issues and managing interdependencies to deliver project, program and organisational objectives and developing workable solutions for implementation.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive and seek guidance, provide advice, exchange information and escalate issues. |
| Stakeholders | * Collaborate with relevant stakeholders (including other program delivery teams and shared support teams) to enhance the delivery of strategic outcomes by ensuring alignment with customer needs, identifying opportunities to accelerate impact, and leveraging stakeholder relationships. |
| **External** |  |
| External organisations, suppliers and stakeholders | * Prepare and provide accurate advice and guidance to key external stakeholders including local councils, private landowners, state and federal governments, other government bodies, industry, peak bodies, Aboriginal communities, and non-government organisations. * Engage and consult on the development, delivery and evaluation of projects. * Identify stakeholder interests, manage expectations and resolve issues to achieve mutually beneficial courses of action. |

# Role dimensions

## Decision making

The role sets its own priorities within the parameters and directions of the work program, maintaining a degree of independence in developing a suitable approach in managing allocated projects, meeting agreed objectives  
and providing regular progress reports to the Manager. The role:

* advises and implements the priorities and deadlines for delivery of projects or elements of programs in consultation with their manager
* makes operational decisions to support the development and implementation of projects and initiatives
* provides advice, priorities and direction to the project teams.

## Reporting line

Manager

## Budget/Expenditure

Responsible for supporting Manager to deliver the program budget, including managing project expenditure.

Key knowledge and experience

* Proven ability in assisting stakeholders to take action and deliver outcomes
* Experience in delivering projects and ensuring outcomes are achieved on time, on budget, and to quality standards.

# 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.

| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- | --- |
|  | **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 change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Adept |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | Adept |
|  | **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 |
|  | **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 | | 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 |

# 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** |
| --- | --- | --- | --- | --- |
|  | Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | 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 | Intermediate |
|  | Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | 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 |
|  | 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 | Adept |
|  | 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 |