

Role Description

Manager, Privacy



Cluster	Planning, Housing and Infrastructure
Agency	Department of Planning, Housing and Infrastructure
Division/Branch/Unit	Strategic Services & Advice / Governance
Role number	TBC
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	139999
PCAT Code	1119192
Date of Approval	June 2024 (Updated October 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) is building the future of NSW through delivering diverse planning, housing solutions and infrastructure across the state. 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 seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

This role is responsible for managing and supervising a team to deliver network wide strategic management and compliance of privacy functions in accordance with legislation, regulations and policies.

Key accountabilities

- Manage and supervise a team of privacy specialists to provide high quality and timely services and advice across the DPHI network including Privacy Impact Assessments.
- Manage complex and sensitive privacy complaints and breaches, identifying opportunities for improvement with large scale impact.
- Lead the evaluation, enhancement and maintenance of the department's privacy framework (Privacy Management Plan, policies, delegations, processes, resources and systems), identify opportunities, solutions and strategies to address systemic and contentious issues.
- Promote privacy compliance and best practice through information campaigns and training.
- Represent the department at the Information and Privacy Commission and other public forums, as required.
- Manage access to personal and health information held by DPHI and other agencies as delegated, under privacy legislation.

Key challenges

- Managing a team of specialist staff and work allocation to ensure balanced and integrated use of resources across the network.
- Developing appropriate methods for handling complex and sensitive issues such as internal and external reviews in relation to privacy breaches.
- Maintaining awareness of legislative and policy requirements applicable to the department and developing cost-effective solutions to ensure compliance.

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> • Provide specialist advice and reporting on the management of access to information under legislation related to privacy.
DPHI	<ul style="list-style-type: none"> • Effective engagement with DPHI and partners. • Provide strategic and expert advice; develop, implement, review and evaluate strategies, policies, guidelines and procedures governing privacy, in compliance with government guidelines and regulations.
Work team	<ul style="list-style-type: none"> • Manage, inspire and motivate team, supervise and provide direction to team and manage performance leading to the management of privacy matters. • Provide guidance, professional support, coaching and mentoring. • Conduct/participate in meetings to represent work group perspective and share information.
External	
Central agencies and Information and Privacy Commission	<ul style="list-style-type: none"> • Remain up to date with privacy legislation, policy, processes and related practices, including the management of authorisations, decisions and disclosure logs in across the NSW government sector.

Role dimensions

Decision making

This role is accountable for leading, supervising and managing the team to provide integrated privacy services and advice across DPHI, delivery of work assignments and projects on time, within budget and to expectations in terms of quality, deliverables and outcomes. Develops and submits recommendations to the Director on proposed course of action in relation to the management of privacy activities and related issues.

Operate autonomously on a day-to-day basis within limits agreed by the Director. The role makes decisions in consultation with the Director with respect to the staff and work of the area, including the review of systems to address problems and improve efficiencies.

Reporting line

Director, Information Management and Privacy.

Direct reports

TBA

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Budget/Expenditure

Nil

Key Knowledge and Experience

- Significant knowledge of The Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002

Essential requirements

Tertiary qualifications in a relevant discipline and/or equivalent experience working in a similar role.


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.

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	<ul style="list-style-type: none">• Remain composed and calm and act constructively in highly pressured and unpredictable environments• Give frank, honest advice in response to strong contrary views• Accept criticism of own ideas and respond in a thoughtful and considered way• Welcome new challenges and persist in raising and working through novel and difficult issues• Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • 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
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced













Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	Advanced
 Results	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning 	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> 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
 People Management	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> 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.

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	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
 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
 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	Adept
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate