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| **Department** | Climate Change, Energy, the Environment and Water |
| **Agency** | Department of Climate Change, Energy, the Environment and Water |
| **Division/Branch/Unit** | Biodiversity Conservation and Science |
| **Location** | Various |
| **Classification/Grade/Band** | Environment Officer Class 8 |
| **Role Number** | Generic |
| **ANZSCO Code** | 223111 |
| **PCAT Code** | 1127292 |
| **Date of Approval** | January 2017 (updated November 2020; March 2022; May 2022; and January 2024) |
| **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

Provision of coordination and business planning support to the Branch Director, including daily management of briefings and correspondence, issues management, and higher level administration support.

# Key accountabilities

* Support the Branch Director in the coordination of effort and delivery of projects across the Division/ Branch.
* Work effectively with Branch staff and the Delivery Office to coordinate high quality and timely responses from the Branch.
* Work effectively with Branch staff to coordinate high quality and timely input into various Division-wide initiatives.
* Play an active role in the development and implementation of mechanisms for improving the Division’s/ Branch’s performance, including system and process improvements; and development of performance measures and targets.
* Identify and raise emerging issues and risks relevant to the Division/Branch.
* Manage the implementation of initiatives related to Branch process improvement, customer service, and risk management.
* Play an active role in the business management of the Branch, including branch planning, performance reporting and supporting the business management for the Branch Senior Management team.

# Key challenges

* Using sound judgement to handle or escalate confidential and sensitive information that has the potential to impact on the privacy of individuals, and the potential to impact upon Division/Branch performance or reputation.
* Operating in a high volume and high pressure work environment with changing priorities, competing demands and tight deadlines, while maintaining confidentiality, diplomacy and discretion.
* Building effective working relationships across the Division/Branch as well as with other Divisions and cluster agencies that facilitate the production of integrated portfolio based advice.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager / Supervisor | * Receive guidance and support, exchange information and provide advice. |
| Work team / Other staff | * Work collaboratively to contribute to achieving business outcomes. * Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing. |
| **External** |  |
| External organisations and stakeholders | * Develop and maintain cooperative and productive working relationships. |

# Role dimensions

## Decision making

The role operates with some level of autonomy; under guidance from the Branch Director, makes day to day decisions relating to work priorities and workload management, and is accountable for the quality, integrity and accuracy of content of advice provided.

## Reporting line

## Role reports to the Branch Director

## Direct reports

Nil

## Budget Expenditure

# Nil

# Key knowledge and experience

* Knowledge and experience of working in a fast paced and high work volume office, including a proven capacity to support senior level staff in the management of projects and issues.

# 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 | | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **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 |
|  | **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 |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | 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 | Intermediate |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| 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 |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | 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 |