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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing, and Infrastructure** |
| **Division/Branch/Unit** | **Development Assessment & Sustainability / Operations and Planning Delivery** |
| **Role number** | **TBA** |
| **Classification/Grade/Band** | **Senior Executive Band 1** |
| **Senior Executive Work Level Standards** | **Work Contribution Stream: Professional/Technical/Specialist** |
| **ANZSCO Code** | **132411** |
| **PCAT Code** | **3119192** |
| **Date of Approval** | **March 2024 (updated September 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 Director, Planning Portal Interface, is the Planning Product owner for the NSW Planning Portal on behalf of the Planning Group. The role provides strategic leadership and oversight of the product roadmap and product backlog, working in partnership with cross-functional teams, and implementing change and adoption planning to ensure business and customer requirements are delivered.

The role will work with the Digital Information Office and Corporate Services to ensure effective management and support for the digitisation of planning policy products into the NSW Planning Portal environment.

# Key accountabilities

* Working collaboratively, direct Corporate Services on behalf of the Planning Group to design, develop and implement a digital product roadmap and backlog for the NSW Planning Portal.
* Build and maintain knowledge and understanding of the technical aspects and policy settings of the NSW Planning Portal and digital services environment.
* Maintain knowledge and awareness of national and international trends relating to digital product innovation.
* Lead and ensure productive and equitable consultation with the Planning Group stakeholders and facilitate productive and equitable collaboration between cross-functional teams within DAS and PLUSHI.
* Develop and maintain strong external and internal relationships with NSW Planning colleagues, Corporate Services and NSW Government agencies to ensure effective information flow and facilitate the implementation of appropriate governance and reporting frameworks.
* Lead and manage the planning groups input into and decision making in relation to digital product design, delivery and ongoing enhancement throughout the digital product lifecycle on the NSW Planning Portal.
* Manage the allocation of financial, physical and human resources to maximise results, and comply with allocated budget.

Key challenges

* Balancing the business needs and expectations of a diverse group of stakeholders with competing and complex interests and deliver outcomes that align with the future requirements of the NSW Planning Portal.
* Providing planning policy advice that requires consideration of competing and complex interests, and priorities given the highly commercial and sensitive environment where matters have high level media and public scrutiny and there are powerful stakeholders with strong and sometimes opposing views.
* Maintaining knowledge across a wide range of planning disciplines and areas and ensure this knowledge is reflected in the high quality of advice and innovation guidance to the Planning Group.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Executive Director | * Act as subject matter expert on delivery matters. * Provide advice, counsel and recommendations to influence organisational decisions and initiatives. * Communicate information related to outcomes against budgets and performance measures. * Identify and escalate major, new or emerging issues and recommend new approaches, strategies, practices, solutions, alternative options and responses. |
| Senior Executive | * Provide expert advice and recommendations to impact decisions and support delivery of integrated program outcomes. * Develop sustainable, productive and collaborative working relationships. * Subject matter expert for the executive team. * Collaborate and advise on emerging or recurrent issues to support strategic decision processes. * Clarify accountabilities and communicate performance standards. |
| Staff and work teams | * Inspire and motivate team, provide leadership, guidance, technical advice and support. * Provide clear direction and manage team performance and development. * Share information and encourage contribution to ideas to improve program / service delivery outcomes.   Drive effective and efficient service delivery and stakeholder engagement. |
| Corporate Services | * Foster effective, collaborative and sustainable working relationships to provide information on program objectives. * Liaise to maintain currency, share ideas and learnings * Collaborate on common responses to emerging and future issues |
| **External** |  |
| Other NSW government agencies | * Represent the Department in inter-governmental fora. * Establish professional networks with other NSW clusters and agencies and with similar roles across other jurisdictions. * Enhance engagement by building and maintaining effective relationships and establish strategic alliances and networks with key government agencies. * Develop whole of government approaches on key issues, negotiate consistent policies and promote the efficient utilisation of resources. |

# Role dimensions

## Decision making

The role:

* is accountable for the management and staff operations and planning to achieve the overall agreed work program commitments
* has considerable autonomy and independence to determine day to day work priorities, deploy resources and allocate duties
* negotiates matters related to area of responsibility, and makes decisions in relation to the quality of work performed and methods and approaches for how to achieve business outcomes
* is fully accountable for the content, accuracy, validity and integrity of advice provided
* makes decisions and acts within Government sector core values, strategic plans and priorities, legislative and regulatory frameworks, delegations, and agency policy and procedural frameworks and guidelines
* is accountable and responsible for the effective management and use of human, financial and other resources within set budget and resource parameters

## Reporting line

The Director, Planning Portal Interface reports to the Executive Director, Operations and Planning Delivery

## Direct reports

Up to 7 direct reports

**Budget / Expenditure**

TBA

Knowledge & Experience

* Significant knowledge of the workings of government and in-depth knowledge and experience working with applicable legislation and regulations.
* Significant experience at a senior executive level managing large and complex resources to achieve key organisational objectives.

Essential requirements

* Degree qualification in a related discipline or equivalent relevant 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.

| **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 | Champion and model the highest standards of ethical and professional behaviour  Drive a culture of integrity and professionalism within the organisation, and in dealings across government and with other jurisdictions and external organisations  Set, communicate and evaluate ethical practices, standards and systems and reinforce their use  Create and promote a culture in which staff feel able to report apparent breaches of legislation, policies and guidelines and act promptly and visibly in response to such reports  Act promptly and visibly to prevent and respond to unethical behaviour | Advanced |
| personal-attributes | **Value Diversity and Inclusion**  Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Create and drive a culture where all staff practise inclusion and value the diversity of people, experiences and backgrounds  Take advantage of a diverse and inclusive workplace to foster innovation, drive change across the organisation and deliver business outcomes  Drive the design of equitable workplace systems, policies and practices that enable individuals to contribute to their fullest ability  Inspire others to become inclusive leaders by modelling inclusive behaviours in everyday actions | Advanced |
| relationships | **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 |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | Recognise outcomes achieved through effective collaboration between teams  Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government  Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions  Network extensively across government and organisations to increase collaboration  Encourage others to use appropriate collaboration approaches and tools, including digital technologies | Advanced |
| relationships | **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 |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | 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 |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | Ensure there are systems and effective governance processes in place for project management  Make decisions on accepting projects based on business cases  Use the historical, political and broader context to inform project directions and mitigate risk  Obtain key stakeholders’ commitment to major project strategies, including cross-organisational initiatives, and ensure ongoing communication  Ensure that project risks are managed effectively, and appropriate strategies are in place to respond to variances  Drive the changes required to realise the business benefits of the project  Ensure that project management decisions consider interdependencies between projects | Adept |
| people-management | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | Refine roles and responsibilities over time to achieve better business outcomes  Recognise talent, develop team capability and undertake succession planning  Coach and mentor staff and encourage professional development and continuous learning  Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation  Implement performance development frameworks to align workforce capability with the organisation’s current and future priorities and objectives | Adept |
| people-management | **Inspire Direction and Purpose**  Communicate goals, priorities and vision, and recognise achievements | Promote a sense of purpose and enable others to understand the links between government policy, organisational goals and public value  Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve these  Work with others to translate strategic direction into operational goals and build a shared understanding of the link between these and core business outcomes  Create opportunities for recognising and celebrating high performance at the individual and team level  Instil confidence, and cultivate an attitude of openness and curiosity in tackling future challenges | Advanced |
| people-management | **Manage Reform and Change**  Support, promote and champion change, and assist others to engage with change | Clarify the purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty  Assist others to address emerging challenges and risks and generate support for change initiatives  Translate change initiatives into practical strategies and explain these to staff, and their role in implementing them  Implement structured change management processes to identify and develop responses to cultural barriers | 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.

| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| --- | --- | --- | --- |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Advanced |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Advanced |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Advanced |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Advanced |
| 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 | Adept |
| people-management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Advanced |