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| **Cluster** | **Climate Change, Energy, the Environment and Water** |
| **Agency** | **Energy Corporation of NSW** |
| **Group/Division/Branch** | **Finance & Operations / Governance, Risk & Compliance** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **ANZSCO Code** | **511112** |
| **PCAT Code** | **1229192** |
| **Date of Approval** | **October 2024** |
| **Agency Website** | **www.energyco.nsw.gov.au**  |

**Who we are**

The Energy Corporation of NSW (EnergyCo) is a statutory corporation established under the Energy and Utilities Administration Act 1987 and governed by its Board, appointed by the Minister for Energy. EnergyCo is a Staff Agency employing all EnergyCo staff and is an separate agency related to within the Department of Climate Change, Energy, the Environment and Water (DCCEEW).

 EnergyCo plays a pivotal role in the NSW Government's Electricity Infrastructure Roadmap, which aims to transform the state's electricity system into one that is cheap, clean, and reliable. As Infrastructure Planner under the Electricity Infrastructure Investment Act 2020, EnergyCo is responsible for leading the delivery of the State's first five Renewable Energy Zones (REZs) and the first two priority transmission infrastructure projects (PTIPs), which are located in the Central-West Orana, New England, South West, Hunter-Central Coast, and Illawarra regions. We work closely with communities, investors, and industry to investigate, plan, recommend and coordinate generation, storage and network infrastructure projects.

Primary purpose of the role

The Senior Governance & Compliance Officer develops policy and processes, provides high quality advice, delivers projects and professional learning programs to ensure that EnergyCo and staff adhere to legislative, regulatory and government requirements, internal policies and good governance and compliance principles and practices.

The role builds networks and knowledge across business areas to support the development, implementation, and ongoing effectiveness of governance frameworks and compliance programs, and to promote ethical standards and mitigate risks across EnergyCo.

Key accountabilities

* Design and implement governance and compliance frameworks by developing and amending governance and compliance policies and procedures to ensure alignment with current legislative and regulatory requirements and NSW government sector best practices; and design and implement associated risk control systems are in place to mitigate risk and compliance issues
* Monitor and report on EnergyCo’s compliance with laws, regulations, relevant government requirements, delegations, corporate policies, and key contractual obligations.
* Advise and support leaders and business areas on governance and compliance matters, including managing instances of non-compliance and improvement of controls and processes.
* Coordinate and deliver learning and development sessions, materials and programs to promote the understanding of governance and compliance concepts, principles, issues and practices across EnergyCo.
* Support audits, investigations, enquiries, complaints and dispute resolution, including advising on processes and facilitating timely, accurate and helpful communication of information.
* Prepare governance and compliance reports, briefing notes and submission to EnergyCo management, EnergyCo Board and committees.
* Collaborate with other governance, compliance and complaint handling professionals, including in the broader department, Ombudsman and other independent bodies, and key delivery partners of EnergyCo projects to ensure aligned and effective governance and compliance approach and outcomes.

Key challenges

* Implementing governance, compliance and complaint resolution processes that are fit-for-purpose, relevant and effective without unnecessary bureaucracy and excessive administrative burden.
* Driving staff engagement and leveraging expertise from professional networks to deliver valuable and effective governance and compliance programs and activities within the constraints of available resources and budget.
* Keeping up with changes in relevant legislation, regulations and policies and ensuring the organisation remains compliant and in alignment with related departments.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager (include direct line manager, Director Governance Risk and Compliance, and other managers of the branch) | * Provide expert advice and contribute to decision making, report writing, and development of probity resources
* Identify emerging issues/risks and their implications and propose solutions
* Report on progress towards business objectives and discuss future directions
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| Team members | * Supports the team to assist and mentor others when required
* Actively participate in meetings, share information and provide input on issues
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| Governance and legal professionals (including within EnergyCo, from related department, service providers and partner entities) | * Consult and collaborate to develop and review governance and compliance frameworks, policies, processes and advice.
* Exchange knowledge and information, align approach and develop professional learning materials
* Develop and maintain effective relationships and open channels of communication to facilitate outcomes
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| EnergyCo business units | * Respond to requests for assistance and provide expert advice, guidance and support on the probity issues
* Manage the flow of information, seek clarification, and provide regular updates and information to/from business units
* Deliver professional learning programs
* Develop and maintain effective relationships and open channels of communication to facilitate outcomes
* Provide and receive updates and information to/from business units
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| **External** |  |
| Stakeholders (including ICAC, the Ombudsman, Energy and Water Ombudsman NSW and NSW Audit Office) | * Establish and maintain strong relationships
* Respond to requests for information in timely and accurate manner
* Participate in forums and share information
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# Role dimensions

## Decision making

The role:

* operates with some level of autonomy in the context of the agreed work plan and determines day to day work priorities including manages multiple tasks and demands including matters with critical turnaround times
* is accountable for the high quality, integrity and accuracy of content of advice provided.
* is responsible for identifying best practice standards to improve transparent ethical decisions and enhance existing corruption prevention measures.

## Reporting line

Senior Manager, Governance and Compliance

(The role may report to another manager nominated by the Director Governance, Risk and Compliance.)

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential Criteria

* Relevant tertiary qualifications and/or demonstrated professional experience in corporate governance, compliance, audit, risk management or another field relevant to the role.

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 | Model the highest standards of ethical and professional behaviour and reinforce their useRepresent the organisation in an honest, ethical and professional way and set an example for others to followPromote a culture of integrity and professionalism within the organisation and in dealings external to governmentMonitor ethical practices, standards and systems and reinforce their useAct promptly on reported breaches of legislation, policies and guidelines | 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 | 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 |
| relationships | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Negotiate from an informed and credible positionLead and facilitate productive discussions with staff and stakeholdersEncourage others to talk, share and debate ideas to achieve a consensusRecognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomesInfluence others with a fair and considered approach and sound argumentsShow sensitivity and understanding in resolving conflicts and differencesManage challenging relationships with internal and external stakeholdersAnticipate and minimise conflict | 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 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 |
| 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.

| **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 | 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 | Intermediate  |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | 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 | 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 |