

Role Description

Senior Policy and Project Officer



Cluster	Planning, Housing and Infrastructure
Agency	Department of Planning, Housing and Infrastructure
Division/Branch/Unit	Crown Lands and Public Spaces / Crown Lands
Location	Various
Classification/Grade/Band	Clerk Grade 9/10
Role Family <i>internal use only</i>	Bespoke/Policy/Deliver
Role Number	Various
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	May 2024 (previous February 2022; June 2021; February 2016; July 2019; September 2020)
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) are 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.

The Crown Lands and Public Spaces Group within DPHI includes Crown Lands, Aboriginal Outcomes, Cemeteries and Crematoria, Placemaking NSW, Greater Sydney Parklands and the Botanic Gardens of Sydney. The group has a collective responsibility for the stewardship of public lands, assets and special places across the state to provide public access, use and value, and improve quality of life for the people of NSW.

Primary purpose of the role

Provide strategic policy advice and coordination and undertake complex research and analysis for the development, coordination, implementation and review of policies and projects to inform decision making relating to the use and management of land and natural resources in NSW.

Key accountabilities

- Manage and coordinate strategic policy development by preparing briefings and advice in response to Ministerial and Departmental Executive requests.
- Analyse and review policies and regulatory frameworks and their impact on land and natural resources and provide advice to the Department, Minister and other agencies.
- Support the delivery of the Division's legislative and strategic reform programs for the use and management of land and natural resources.
- Undertake research and analysis, and liaise with industry stakeholders to identify emerging issues and recommend solutions to resolve problems and mitigate risks.

- Support negotiations and discussions with Government agencies and stakeholders to facilitate the implementation of reform programs and legislative and policy initiatives.
- Prepare briefings, papers, submissions, Ministerial and other correspondence, speeches and reports in relation to the work of the Branch and the Division.
- Review the implementation of policy and policy reforms to assess appropriateness, effectiveness and efficiency and determine the need for corrective action and policy review and to inform future planning.
- Under the guidance of the relevant Manager, assist in the management of the team workload and responsibilities, to meet deadlines and achieve outcomes.

Key challenges

- Providing high level policy advice and pragmatic solutions to the Minister's Office and/or Executive in line with the Department's Corporate Plan and broader government policies, within tight time-frames.
- Linking together emerging Government policy on land and natural resource issues with policy inputs from technical areas across Crown Lands and the Department.
- Working with multiple stakeholders and agencies to ensure the delivery of key reform programs and legislative and policy initiatives.

Key relationships

Who	Why
Internal	
Director / Manager	<ul style="list-style-type: none"> • Seek guidance, provide updates and escalate issues.
Team	<ul style="list-style-type: none"> • Support the team and share information and research.
Executive Directors	<ul style="list-style-type: none"> • Consult and discuss critical issues.
Departmental staff	<ul style="list-style-type: none"> • Exchange information, discuss issues and coordinate policy work across the Department.
External	
Government agencies and stakeholder groups	<ul style="list-style-type: none"> • Develop strategic networks across government to identify and respond to emerging policy issues, seek information, work on intergovernmental policy initiatives and to develop informed policy advice.

Role dimensions

Decision making

- Assesses and advises on the appropriate approach and strategy on a wide range of complex policy issues for Crown Lands.
- Develops and proposes solutions to complex problems within the parameters of Government policy.
- Refers to the Director on critical issues.
- Initiates and maintains communications strategies and networks with internal and external stakeholders.
- In consultation with others, provides content for advice and information in response to questions, or for Ministerial correspondence, briefs, submissions and reports.

Reporting line

Manager

Direct reports

Up to 5 direct reports

Budget/Expenditure

Nil

Key knowledge and experience

- Detailed knowledge and expertise in policy development, implementation and review and ability to understand and interpret a wide variety of legislation and legislative and policy processes.
- Broad understanding of land and natural resource issues and relevant policy and legislative framework.

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.



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	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• 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	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	
	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> 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
	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept
	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> 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 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	Intermediate
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<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
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps 	Adept

FOCUS CAPABILITIES



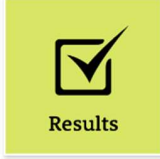


Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks 	

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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
	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
 People Management	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
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational