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| **Cluster** | **Climate Change Energy, the Environment and Water** |
| **Agency** | **Department of Climate Change Energy, the Environment and Water** |
| **Division / Team** | **Energy, Climate Change and Sustainability (ECCS)** |
| **Location** | **Any Location / Hybrid** |
| **Classification/Grade/Band** | **Environmental Officer 14** |
| **Role Number** | **TBC** |
| **ANZSCO Code** | **139999** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **March 2023 (updated October 2024)** |
| **Agency 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 management of the environment.

**Primary purpose of the role**

Lead and manage the safety and technical regulator and licensing team of pipelines and gas networks in NSW. As a leader and key technical expert, drive the pipeline and gas network strategic planning and operational activities including supporting and enhancing NSW framework and requirements governing the safety and technical reliability for pipelines and gas networks and provide technical industry expertise and advice to ensure DCCEEW meets its legislative responsibilities.

**Key accountabilities**

* Manage the delivery of effective and efficient pipeline and network operational activities, including licensing administration, compliance and enforcement.
* Provide advice to the Minister of Energy and DCCEEW executive, through the preparation of detailed and timely submissions, reports, briefing notes, Cabinet Minutes and ministerial correspondence to support informed decision making.
* Manage directly and provide technical input into and the development of key codes, guidelines and standards to support safe, reliable and secure industry pipeline and network operations.
* Maintain high-level relationships and consult with industry and participate on industry, government and standards committees, conferring with other state and inter-jurisdictional agencies and regulators to achieve a consistent approach across the industry.
* Direct and lead audits, inspections, and investigations related to licensed pipelines, gas networks and corrosion protection systems ensuring compliance with regulatory codes, standards, guidelines and approved infrastructure plans.
* Influence and champion technical and safety best practice with industry and recommending the leverage of regulatory powers when required to achieve safety outcomes for consumers.
* Manage a team of subject matter and technical experts in an agile and efficient manner, leveraging external subject matter expertise when required and assessing and prioritising work to meet dynamic deadlines.
* Inform departmental and cross agency teams and programs, influence key related policy work and support energy security and emergency management functions to ensure operational constraints of industry assets are accounted for in government initiatives and programs.

**Key challenges**

* Develop the strategic and operational activities plans in relation to the delivery of safety and technical regulation governance in the licensed pipeline and gas network industries of NSW.
* Developing pragmatic solutions to regulatory barriers emerging as technology and consumer behavior changes the way pipelines and networks operate.
* Influencing and drive tangible safety and reliability outcomes for pipelines and networks consumers. Streamlining the pipeline and network safety and technical regulatory framework while maintaining strong safety practices. Efficiently set high level direction, managing and lead a team in an dynamic and time critical environment.

**Key relationships**

| **Who** |  **Why** |
| --- | --- |
| **Internal** |  |
| Executive Director | * Provide expert strategic and operational advice to inform decision-making by the Secretary and Minister on complex regulatory issues.
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| Director | * Provide expert strategic and operational advice to inform decision-making by the Secretary and Minister on complex regulatory issues
* Provide operational updates and progress updates on work programs and broader initiatives.
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| Other Branch staff | * Collaborate to ensure the effective implementation of sector-wide programs
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| Team | * Lead the team and direct adherence to the legislative responsibilities.
* Establish expectations, set targets, monitor performance and provide effective feedback
* Articulate standards of practice in terms of professional conduct, systemic integrity and independence.
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| **External** |  |
| Industry stakeholders | * Maintain strong ongoing relationships.
* Liaise with participants regarding regulatory obligations and processes.
* Seek expert industry input into the development of policy and programs to address energy market transition challenges and opportunities.
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| Government agencies, customer groups, environmental and consumer groups, retail associations, energy market participants and energy associations | * Collaborate to ensure consistent development and implementation of agreed policy, program and regulatory approaches.
* Lead and participate in forums, groups and discussions to share information, represent the Department and obtain feedback regarding compliance interventions.
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**Role dimensions**

**Decision making**

* Has autonomy to drive the delivery of licensed pipeline and gas network safety and technical regulatory processes and make day to day decisions. Defers to Director for decisions which may have impact at an organisational level.
* Identifies opportunities to improve the safety and technical regulation of licensed pipelines and gas networks.
* Oversees the establishment of policies, procedures, systems and processes with regards to the safe and technical operations of pipelines and networks.

**Reporting line**

Director Energy Operations

**Direct reports**

3 or more direct reports

**Budget/Expenditure**

As per yearly operational and labor budget allotment

**Key knowledge and experience**

* Knowledge of the gas network and pipelines industries and regulatory frameworks
* Experience in energy networks regulation and operational management
* Technical expertise in asset integrity safety assessments and interpretations
* Experience in setting operational direction and strategic planning and leading teams and change management.

**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 behaviors expected at each level.

**Focus capabilities**

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| personal-attributes | **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 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 |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| relationships | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
* Ensure systems are in place to capture customer service insights to improve services
* Initiate and develop partnerships with customers to define and evaluate service performance outcomes
* Promote and manage alliances within the organisation and across the public, private and community sectors
* Liaise with senior stakeholders on key issues and provide expert and influential advice
* Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
* Ensure that the organisation’s systems, processes, policies and programs respond to customer needs
 | Advanced |
| 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
 | Advanced  |
| results | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * 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 |
| business-enablers | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
* Understand the impacts of funding allocations on business planning and budgets
* Identify discrepancies or variances in financial and budget reports, and take corrective action
* Know when to seek specialist advice and support and establish the relevant relationships
* Make decisions and prepare business cases, paying due regard to financial considerations
 | Advanced  |
| 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 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
 | Advanced  |
| people-management | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * 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
* 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
 | Advanced  |

**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.

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| **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 | Advanced |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Advanced |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Advanced |
| 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 | Adept |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| 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 | Advanced |
| people-management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Adept |