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| **Cluster** | Climate Change, Energy, the Environment and Water |
| **Agency** | Department of Climate Change, Energy, the Environment and Water |
| **Division/Branch/Unit** | National Parks & Wildlife Service |
| **Location** | Parramatta (or negotiable location) |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | Generic |
| **ANZSCO Code** | 132411 |
| **PCAT Code** | 2221192 |
| **Date of Approval** | September 2017 (updated November 2021; October 2024) |
| **Agency Website** | [www.nationalparks.nsw.gov.au](http://www.nationalparks.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.

 NSW 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.

# National Parks & Wildlife Service overview

National Parks & Wildlife Service (NPWS) is one of the world’s oldest and most respected national parks agencies.  We manage more than 890 national parks and reserves, covering over 7.6 million hectares or 9.5% of the landmass of NSW ranging from rainforests and towering eucalypt forests to rich woodlands, spectacular deserts and precious alpine systems. We deliver effective conservation for our biodiversity and cultural heritage and provide world class visitor experiences for the whole community to enjoy. We carry out fire management, threatened species conservation, land and infrastructure management, sustainable tourism and visitation, and research and education programs. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

# **Primary purpose of the role**

The Senior Policy Officer in the Aboriginal Partnerships, Planning and Heritage Branch undertakes Aboriginal community and stakeholder engagement, interagency liaison and work collaboratively across NPWS divisions and branches. the role develops and implements policy initiatives that support native title Indigenous Land Use Agreements and Aboriginal joint management of national parks. This role currently sits in the Aboriginal Joint Management Reform team however it will be flexible in its reporting line pending Agency and Branch priorities especially in relation to native title and joint management matters.

# Key accountabilities

* Deliver high level policy analysis on program and project development to contribute to the identification, implementation and continuous improvement of strategy relating to native title and Aboriginal joint management.
* Explore and evaluate new policy approaches, including undertaking cost-benefit analyses and impact assessment, to provide sound strategic advice on their potential for application.
* Research, analyse and review complex policy issues, identifying emerging issues, developing evidence-based options, and recommended solutions to resolve problems and mitigate risks.
* Provide expert policy advice and information to relevant stakeholders to facilitate the appropriate interpretation and implementation of policies and support Agency and/or Government policy initiatives.
* Consult with key staff across Government to collaborate on policy development, facilitate effective interface, planning and implementation to ensure divisional policies align with strategic portfolio wide policy initiatives.
* Build and maintain relationships with key stakeholders, facilitating their engagement in, and contribution to, the identification and development of policy solutions and to inform policy decision making.
* Monitor, evaluate and report on the development and/or implementation of policies to identify issues and ensure the achievement of desired outcomes.
* Mentor and guide policy officers and support staff, ensuring compliance with governance and quality requirements, to successfully deliver policy priorities and initiatives.

Key challenges

* Delivering policy initiatives and projects to the required standards and timeframes, given the need to rapidly understand and integrate information and adapt in an often changing and unpredictable environment.
* Maintaining accurate knowledge of the diverse and complex policy framework relating to native title and Aboriginal joint management matters across Government and when relevant, other jurisdictions.
* Identifying problems and issues with current policy, managing competing priorities and deadlines and ensuring high quality service delivery.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive broad guidance and support; provide strategic policy advice; contribute to decision making and exchange information. |
| Direct Reports | * Provide guidance and support, exchange information and facilitate their ongoing professional development. |
| Division/Agency | * Provide expert advice on policy issues, Report and provide updates on policy proposals, consult and collaborate to define mutual interests and determine strategies to achieve their realisation. |
| **External** |  |
| Stakeholders | * Provide expert advice on policy issues, report and provide updates on policy proposals, consult and collaborate to define mutual interests and determine strategies to achieve their realisation. |
| Other NSW Government Agencies | * Represent agency interests and negotiate to achieve optimal outcomes. |

# Role dimensions

## Decision making

This role is expected to operate with some level of autonomy, 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 in relation to divisional policy issues.

## Reporting line

TBC

## Direct reports

1-5

## Budget/Expenditure

TBC

Knowledge and experience

* Experience in the provision of policy advice in a complex and multi-disciplinary environment
* Knowledge and understanding of policies and legislation particularly related to Aboriginal joint management and native title.
* Policy analysis and implementation skills and experience translating policy into processes, guidelines and procedures.

# 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 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 | | 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  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | Adept |
|  | **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 |
| **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 |
|  | **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 |
| **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 |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Identify opportunities to use a broad range of technologies to collaborate  Monitor compliance with cyber security and the use of technology policies  Identify ways to maximise the value of available technology to achieve business strategies and outcomes  Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |
| **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 | Adept |
|  | **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 | 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.

| 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 | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
|  | 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 | Intermediate |