

Role Description

Senior Department Liaison Officer

Department	Department of Climate Change, Energy, the Environment and Water
Group/Division/Branch/Unit	Office of the Secretary/Ministerial Services Branch
Location	Parramatta
Classification/Grade/Band	Environment Officer Class 11
ANZSCO Code	132411
PCAT Code	1121592
Date of Approval	October 2016 (updated 2021)
Agency Website	https://www.DCCEEW.nsw.gov.au/

Agency overview

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 parks 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.

Primary purpose of the role

Develop high quality materials, facilitate and coordinate the flow of ministerial correspondence and documentation between the Minister's Office and DCCEEW. Provide quality customer services to the Minister's Office, stakeholder representatives, and members of the public contacting the Minister's Office. The role is responsible for the coordination of high level policy advice, in liaison with DCCEEW senior executives.

Key accountabilities

- Actively drive productive and sustainable partnerships between the Minister's Office, DCCEEW, the broader community and key stakeholder organisations by:
 - Maintaining an overview of the work of the Minister's Office and the strategic direction of the DCCEEW
 - Acting as a conduit between the Minister's Office and DCCEEW regarding the flow and processing of documentation and requests for advice

- Identifying and recommending service development and improvement initiatives.
- Manage effective communications in both directions between the Minister's Office and DCCEEW, including but not limited to facilitating the progression of briefing documents, cabinet documents, parliamentary matters, legislation, event packages, policy advice, and correspondence.
- Assist the Secretary and the Minister to advance portfolio interests by influencing whole-of-government and national policy formation.
- Ensure the integrity of the advice provided by the agency is maintained and that due process, including necessary approvals, are provided before provision of advice to the Minister's Office.
- Develop strategic and clear policy advice based on appropriate evidence and research, and a thorough understanding of the agency's legislative and strategic policy framework.
- Facilitate the progression of urgent issues through the Ministers Office for decision.

Key challenges

- Providing effective and accurate policy advice in the high-pressure, high volume and fast-moving context of Cabinet and Parliamentary processes with competing demands and tight deadlines.
- Applying diplomacy, confidentiality and astute judgement in evaluating and imparting advice for potentially sensitive, complex and controversial issues. Identifying issues that need to be brought to the attention of the Senior Manager, a Ministerial policy advisor or the Minister's Chief of Staff.
- Dealing with policy issues that are complex, with significant stakeholder impact and high community and media scrutiny.

Key relationships

Who	Why
Internal	
Minister's Office	<ul style="list-style-type: none"> • Provide expert advice and guidance on policy directions and initiatives to achieve the Government's outcomes. • Develop and maintain effective working relationships to facilitate the processing of information requiring the Minister's attention
Manager/Supervisor	<ul style="list-style-type: none"> • Receive guidance and support, provide advice and exchange information
DCCEEW Executive	<ul style="list-style-type: none"> • Develop and manage strong professional relationships and partnerships, foster and facilitate their optimal collaboration, participation and engagement to rapidly resolve issues
Work team/other staff	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving business outcomes. • Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing
External	
Stakeholders	<ul style="list-style-type: none"> • Consult, negotiate and liaise with government, industry and community representatives to achieve government outcomes

Role dimensions

Decision making

The role operates with a high level of autonomy. The role is accountable for the delivery of assigned work and seeks advice from the Manager on issues which are complex in nature.

Reporting line

Reports to Director, Ministerial Services Branch.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

- High level knowledge, skills and experience in Government protocols and procedures, including Cabinet, Parliament and inter-government protocols and processes.
- Knowledge and experience in policy development and reform within an environment, conservation, climate change and sustainability, or energy theme.
- Ability to prioritise requests, manage workloads and exercise independent sound judgement, in a politically sensitive environment and often under tight timelines and high volume conditions.

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.

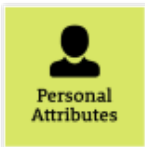
The capabilities are separated into focus capabilities and complementary capabilities

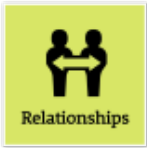
Focus capabilities

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• 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

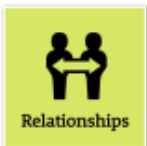


Communicate Effectively

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

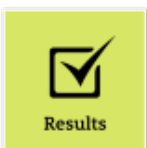


Work Collaboratively

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



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

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	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	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	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
	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