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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** | Corporate Services/ People and Culture |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role ID** | 50029310 |
| **ANZSCO Code** | 223111 |
| **PCAT Code** | 1224992 |
| **Date of Approval** | March 2024 (Updated from April 2021; 0September 2022, and June 2023) |
| **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.](file://C:\Users\pasj\Downloads\Ensuring%20a%20sustainable%20NSW%20through%20climate%20change%20and%20energy%20action,%20water%20management,%20environment%20and%20heritage%20conservation%20and%20protection.%20%20Who%20we%20are%20%20The%20NSW%20Department%20of%20Climate%20Change,%20Energy,%20the%20Environment%20and%20Water%20(DCCEEW)%20works%20to%20protect%20the%20state’s%20environment%20and%20heritage.%20It%20leads%20the%20way%20on%20climate%20change,%20driving%20the%20sustainable%20transition%20to%20a%20net%20zero%20economy,%20powered%20by%20affordable,%20reliable,%20and%20clean%20energy.%20%20%20DCCEEW%20conserves%20and%20protects%20the%20state’s%20natural%20environment.%20It%20manages%20the%20NSW%20national%20park%20estate,%20including%20its%20rich%20and%20diverse%20biodiversity%20and%20Aboriginal%20cultural%20heritage%20for%20future%20generations.%20%20DCCEEW%20also%20ensures%20sustainable%20management%20of%20water%20resources%20across%20the%20state,%20to%20support%20the%20environment,%20communities%20and%20industry.%20%20We%20acknowledge%20the%20ongoing%20custodial%20responsibilities%20of%20the%20Aboriginal%20peoples%20of%20NSW%20to%20care%20for%20Country%20and%20water%20and%20are%20committed%20to%20establishing%20meaningful%20partnerships%20with%20Aboriginal%20peoples%20in%20the%20management%20of%20the%20environment.)

[**Who we are**](file://C:\Users\pasj\Downloads\Ensuring%20a%20sustainable%20NSW%20through%20climate%20change%20and%20energy%20action,%20water%20management,%20environment%20and%20heritage%20conservation%20and%20protection.%20%20Who%20we%20are%20%20The%20NSW%20Department%20of%20Climate%20Change,%20Energy,%20the%20Environment%20and%20Water%20(DCCEEW)%20works%20to%20protect%20the%20state’s%20environment%20and%20heritage.%20It%20leads%20the%20way%20on%20climate%20change,%20driving%20the%20sustainable%20transition%20to%20a%20net%20zero%20economy,%20powered%20by%20affordable,%20reliable,%20and%20clean%20energy.%20%20%20DCCEEW%20conserves%20and%20protects%20the%20state’s%20natural%20environment.%20It%20manages%20the%20NSW%20national%20park%20estate,%20including%20its%20rich%20and%20diverse%20biodiversity%20and%20Aboriginal%20cultural%20heritage%20for%20future%20generations.%20%20DCCEEW%20also%20ensures%20sustainable%20management%20of%20water%20resources%20across%20the%20state,%20to%20support%20the%20environment,%20communities%20and%20industry.%20%20We%20acknowledge%20the%20ongoing%20custodial%20responsibilities%20of%20the%20Aboriginal%20peoples%20of%20NSW%20to%20care%20for%20Country%20and%20water%20and%20are%20committed%20to%20establishing%20meaningful%20partnerships%20with%20Aboriginal%20peoples%20in%20the%20management%20of%20the%20environment.)

[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.](file://C:\Users\pasj\Downloads\Ensuring%20a%20sustainable%20NSW%20through%20climate%20change%20and%20energy%20action,%20water%20management,%20environment%20and%20heritage%20conservation%20and%20protection.%20%20Who%20we%20are%20%20The%20NSW%20Department%20of%20Climate%20Change,%20Energy,%20the%20Environment%20and%20Water%20(DCCEEW)%20works%20to%20protect%20the%20state’s%20environment%20and%20heritage.%20It%20leads%20the%20way%20on%20climate%20change,%20driving%20the%20sustainable%20transition%20to%20a%20net%20zero%20economy,%20powered%20by%20affordable,%20reliable,%20and%20clean%20energy.%20%20%20DCCEEW%20conserves%20and%20protects%20the%20state’s%20natural%20environment.%20It%20manages%20the%20NSW%20national%20park%20estate,%20including%20its%20rich%20and%20diverse%20biodiversity%20and%20Aboriginal%20cultural%20heritage%20for%20future%20generations.%20%20DCCEEW%20also%20ensures%20sustainable%20management%20of%20water%20resources%20across%20the%20state,%20to%20support%20the%20environment,%20communities%20and%20industry.%20%20We%20acknowledge%20the%20ongoing%20custodial%20responsibilities%20of%20the%20Aboriginal%20peoples%20of%20NSW%20to%20care%20for%20Country%20and%20water%20and%20are%20committed%20to%20establishing%20meaningful%20partnerships%20with%20Aboriginal%20peoples%20in%20the%20management%20of%20the%20environment.)

[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.](file://C:\Users\pasj\Downloads\Ensuring%20a%20sustainable%20NSW%20through%20climate%20change%20and%20energy%20action,%20water%20management,%20environment%20and%20heritage%20conservation%20and%20protection.%20%20Who%20we%20are%20%20The%20NSW%20Department%20of%20Climate%20Change,%20Energy,%20the%20Environment%20and%20Water%20(DCCEEW)%20works%20to%20protect%20the%20state’s%20environment%20and%20heritage.%20It%20leads%20the%20way%20on%20climate%20change,%20driving%20the%20sustainable%20transition%20to%20a%20net%20zero%20economy,%20powered%20by%20affordable,%20reliable,%20and%20clean%20energy.%20%20%20DCCEEW%20conserves%20and%20protects%20the%20state’s%20natural%20environment.%20It%20manages%20the%20NSW%20national%20park%20estate,%20including%20its%20rich%20and%20diverse%20biodiversity%20and%20Aboriginal%20cultural%20heritage%20for%20future%20generations.%20%20DCCEEW%20also%20ensures%20sustainable%20management%20of%20water%20resources%20across%20the%20state,%20to%20support%20the%20environment,%20communities%20and%20industry.%20%20We%20acknowledge%20the%20ongoing%20custodial%20responsibilities%20of%20the%20Aboriginal%20peoples%20of%20NSW%20to%20care%20for%20Country%20and%20water%20and%20are%20committed%20to%20establishing%20meaningful%20partnerships%20with%20Aboriginal%20peoples%20in%20the%20management%20of%20the%20environment.)

[DCCEEW also ensures sustainable management of water resources across the state, to support the environment, communities and industry.](file://C:\Users\pasj\Downloads\Ensuring%20a%20sustainable%20NSW%20through%20climate%20change%20and%20energy%20action,%20water%20management,%20environment%20and%20heritage%20conservation%20and%20protection.%20%20Who%20we%20are%20%20The%20NSW%20Department%20of%20Climate%20Change,%20Energy,%20the%20Environment%20and%20Water%20(DCCEEW)%20works%20to%20protect%20the%20state’s%20environment%20and%20heritage.%20It%20leads%20the%20way%20on%20climate%20change,%20driving%20the%20sustainable%20transition%20to%20a%20net%20zero%20economy,%20powered%20by%20affordable,%20reliable,%20and%20clean%20energy.%20%20%20DCCEEW%20conserves%20and%20protects%20the%20state’s%20natural%20environment.%20It%20manages%20the%20NSW%20national%20park%20estate,%20including%20its%20rich%20and%20diverse%20biodiversity%20and%20Aboriginal%20cultural%20heritage%20for%20future%20generations.%20%20DCCEEW%20also%20ensures%20sustainable%20management%20of%20water%20resources%20across%20the%20state,%20to%20support%20the%20environment,%20communities%20and%20industry.%20%20We%20acknowledge%20the%20ongoing%20custodial%20responsibilities%20of%20the%20Aboriginal%20peoples%20of%20NSW%20to%20care%20for%20Country%20and%20water%20and%20are%20committed%20to%20establishing%20meaningful%20partnerships%20with%20Aboriginal%20peoples%20in%20the%20management%20of%20the%20environment.)

[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.](file://C:\Users\pasj\Downloads\Ensuring%20a%20sustainable%20NSW%20through%20climate%20change%20and%20energy%20action,%20water%20management,%20environment%20and%20heritage%20conservation%20and%20protection.%20%20Who%20we%20are%20%20The%20NSW%20Department%20of%20Climate%20Change,%20Energy,%20the%20Environment%20and%20Water%20(DCCEEW)%20works%20to%20protect%20the%20state’s%20environment%20and%20heritage.%20It%20leads%20the%20way%20on%20climate%20change,%20driving%20the%20sustainable%20transition%20to%20a%20net%20zero%20economy,%20powered%20by%20affordable,%20reliable,%20and%20clean%20energy.%20%20%20DCCEEW%20conserves%20and%20protects%20the%20state’s%20natural%20environment.%20It%20manages%20the%20NSW%20national%20park%20estate,%20including%20its%20rich%20and%20diverse%20biodiversity%20and%20Aboriginal%20cultural%20heritage%20for%20future%20generations.%20%20DCCEEW%20also%20ensures%20sustainable%20management%20of%20water%20resources%20across%20the%20state,%20to%20support%20the%20environment,%20communities%20and%20industry.%20%20We%20acknowledge%20the%20ongoing%20custodial%20responsibilities%20of%20the%20Aboriginal%20peoples%20of%20NSW%20to%20care%20for%20Country%20and%20water%20and%20are%20committed%20to%20establishing%20meaningful%20partnerships%20with%20Aboriginal%20peoples%20in%20the%20management%20of%20the%20environment.)

Primary purpose of the role

The Senior People Partner provides expert strategic and technical human resource advice to support customers to effectively manage their people, achieve change and business outcomes. through excellent stakeholder relationships and continuous service improvement activities which includes the coordination, development and implementation of strategic HR solutions aligned with business objectives to address key workforce challenges for the short, medium and long-term.

Key accountabilities

* Operate in partnership with other People and Culture teams to build performance that supports people and business objectives.
* Partner with the business to provide end to end advice and support for change management initiatives utilising the Department's change management methodologies to support continual improvement and cultural alignment.
* Undertake case management and redeployment of excess employees in line with policy and legislative requirements.
* Provide case management support that is in line with policy and legislative requirements and facilitates best practice outcomes.
* Role model high standards of professional behaviour and ethics and ensure behaviour is consistent with the Code of Ethics and Conduct, values and policies.
* Provide expert advice to clients to develop awareness of human resource policies, to promote compliance and facilitate best practice outcomes and mitigate risk.

Key challenges

* Maintaining a detailed knowledge of relevant human resource legislation and policy that pertains to the client groups, Department or Executive Agency.
* Maintaining open and effective communication with clients and internal service providers in order to provide quality and timely human resources advice and influence key stakeholders.
* Establishing relationships with clients and stakeholders and build effective, high performing teams.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager People Partners | * Provide input into team work programs to influence decisions regarding human resource initiatives and innovation * Provide information regarding issues and status of projects and strategies. |
| Client group executive, managers and staff | * Provide accurate and timely strategic and technical advice regarding human resource initiatives, practice and decisions to achieve people management, change and business improvement outcomes * Facilitate adoption of best practice human resource strategies and programs where there are conflicting interests and opinions * Provide advice to resolve issues and provide solutions to problems * Provide information regarding agency and sector wide policies and standards. |
| People Partners team | * Participate in meetings and represent work group perspective and share information * Work collaboratively to achieve business outcomes for clients * Participate in discussions and decisions regarding implementation of innovation and best practice. |
| People Performance and Culture | * Draw information on and seek clarification from specialists in all other Branches. |
| **External** |  |
| PSC and other external agencies | * Support and participate in central agency initiatives * Work in partnership to deliver whole of sector change. |

# Role dimensions

## Decision making

* Acts in consultation with the Manager, People Partners in delivering client and departmental outcomes
* Prioritises and manages multiple tasks and demands including matters with critical turnaround times required by internal clients, including clients’ Executive and management teams
* Makes day to day decisions and provides guidance on appropriate courses of action that might be taken to address human resources issues
* Exercise discretion in determining the approach to work undertaken by the role and is responsible for interpretation and recommendations made.

## Reporting line

Manager People Partners

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* High level knowledge of human resources legislation, policies, practices and strategies.
* Experience in implementing client focused human resource strategies, programs and services.
* Demonstrated experience in the use of human resources management information systems (HRMIS).

# 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 |
|  | **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 |
| **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 |
| **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 |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relationships with internal and external stakeholders  Anticipate and minimise conflict | 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 | 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.

| 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 |
| 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 |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 |