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| --- | --- |
| **Cluster** | Department of Climate Change, Energy the Environment and Water |
| **Agency** | Environment Protection Authority |
| **Division/Branch/Unit** | Corporate Affairs |
| **Location** | Negotiable |
| **Classification/Grade/Band** | Environment Officer Class 8 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | March 2024 |
| **Agency Website** | www.epa.nsw.gov.au |

Agency overview

The NSW Environment Protection Authority (EPA) is the state‘s primary environmental regulator. We work to protect our community and the environment as a leader, partner and protector. Our vision is for New South Wales to have a healthy environment, healthy community and healthy business. We believe healthy ecosystems are the foundation for healthy communities, a healthy economy and for enhancing Iiveability.

We lead in protecting our air, waterways, land and the health of the community for the future.

We work with communities, government and business to reduce our impact on the environment.

We hold people and organisations to account through licensing, monitoring, regulation and enforcement.

Primary purpose of the role

# The Ministerial & Correspondence Advisor supports the research, drafting and coordination of ministerial correspondence and parliamentary materials, for the EPA CEO and the Environment Minister’s approval. The role also offers support to the broader organisation in maintaining a robust, strategic and efficient relationship between the Agency and key stakeholders.

Key accountabilities

* Provide a range of Executive and Ministerial support services including preparation of correspondence and briefing materials coordination of resources and producing reports, to ensure outcomes are achieved on time, and to a high quality, in line with established agency style guidelines.
* Prepare and maintain documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information to support effective decision making.
* Identify and interpret relevant information to prepare well written correspondence and briefing materials.
* Undertake the evaluation of operational policy and procedures to assess appropriateness, effectiveness and efficiency, and to determine the need for corrective action and review.
* Undertake research, evaluation and analysis to identify and proactively develop communications to assist with efficient responses to emerging issues.
* Communicate with key stakeholders to coordinate the exchange of information to support EPA Subject/Technical Matter Experts to focus on their primary functions.

Key challenges

* Delivering a range of Executive support services, under tight deadlines, to manage competing priorities.
* Maintaining a strong understanding of contemporary and emerging issues, to ensure standards library is current.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Provide advice and contribute to decision making regarding * Escalate issues and propose solutions * Receive guidance and provide regular updates on, issues and priorities * Assist in providing expert advice on new and emerging issues |
| Team members | * Support team members and work collaboratively in achieving team outcomes * Ensure an integrated organisational approach to the development of policies and procedures to reflect best practice and current Agency and Government priorities |
| Director | * Receive overall direction on the strategy and agency priorities |
| Other staff | * Develop and maintain effective relationships and open channels of communication * Exchange information and respond to enquiries |
| **External** |  |
| State and Commonwealth agencies and stakeholders | * Develop and maintain effective working relationships and open channels of communication * Exchange information and respond to enquiries |

# Role dimensions

## Decision making

This role:

* Has autonomy to manage tasks and triage priority work either individually or within teams..
* Exercises discretion in the approach and content of information, advice and recommendations provided and consults with the Manager regarding issues or sensitivities.

## Reporting line

Manager

## Direct reports

0-3

## Budget/Expenditure

Nil

# 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  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| **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 |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | 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 |
|  | **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 | | Collaborate to set clear performance standards and deadlines in line with established performance development frameworks  Look for ways to develop team capability and recognise and develop individual potential  Be constructive and build on strengths by giving timely and actionable feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolving issues  Effectively support and manage team members who are working flexibly and in various locations  Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected  Consider feedback on own management style and reflect on potential areas to improve | Intermediate |

# 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 | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| 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 |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| 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 | Foundational |