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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 7/8 |
| **ANZSCO Code** | 223111 |
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| **Date of Approval** | April 2021 |
| **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 People Partner delivers operational and technical human resource advice to clients to effectively manage staff and achieve change and business improvement outcomes and supports the Manager, People Partners through optimising the use of human resource information to support workforce planning and analytics.

Key accountabilities

* Develop, analyse and manage systems and processes to support People, Performance and Culture activities and delivery of services such as employment conditions, job evaluation, workforce planning, performance management and interpretation of human resource legislation, policies and processes.
* Participate in project teams and coordinate and manage designated human resource project activities to achieve human resource objectives.
* Provide advice to clients to develop awareness of human resource policies, to promote compliance and facilitate best practice outcomes and mitigate risk.
* Provide case management support to the People Partners team that is in line with policy and legislative requirements and facilitates best practice outcomes.
* Maintain the organisational structure for client groups to ensure currency.
* Role model high standards of professional behaviour and ethics and ensure behaviour is consistent with the Code of Ethics and Conduct, values and policies.
* Escalate issues to leadership as necessary.

Key challenges

* Maintaining current knowledge of relevant legislation, Awards, agreements and policies that pertains to the DPIE.
* Maintaining knowledge of relevant internal information systems and processes.
* Acting as a conduit for information flow between the People Partners team and Corporate Services.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, People Partners | * Provide support and sound input regarding human resource initiatives and innovation * Provide information regarding issues, workforce information and status of projects |
| Client group executive, managers and staff | * Provide accurate and timely advice and support regarding human resource initiatives, practices and workforce information * Support 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 * Ensure compliance with agency and sector rules and legislation |
| People Partners teams | * 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 on information and seek clarification from specialists in the Unit. |
| Corporate Services | * Act as a conduit for information flow between the People Partners and Corporate Services teams. |

# 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.
* Exercises 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

Essential requirements

* High level knowledge of human resources legislation, policies, practices and strategies.
* Sound 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 | | 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 |
| **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Take responsibility for delivering high-quality customer-focused services  Design processes and policies based on the customer’s point of view and needs  Understand and measure what is important to customers  Use data and information to monitor and improve customer service delivery  Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant customers within the community | Adept |
| **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 |
| **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 | 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 |
| **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 | | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | 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 |
| 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  Demonstrate Accountability | | Plan to achieve priority outcomes and respond flexibly to changing circumstances  Be proactive and responsible for own action, and adhere to legislation, policy and guidelines | Adept  Intermediate |
|  | 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 |