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| **Role Information Fields** | **Details** |
| **Cluster** | Climate Change, Energy, the Environment and Water |
| **Agency** | Department of Climate Change, Energy, the Environment and Water |
| **Division/Branch/Unit** | Heritage NSW /Program Delivery |
| **Location** | Various |
| **Classification/Grade/Band** | Environment Officer Class 10 |
| **Role Number** | TBC |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | February 2024 (updated from October 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.*

## 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.

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.

Primary purpose of the role

Manage a geographically dispersed team undertaking the listing, repatriation, or conservation programs for Heritage NSW.

Key accountabilities

* Lead a team in delivering listings, repatriation or conservation programs for the protection and interpretation of Aboriginal cultural and environmental heritage.
* Work with communities and owners to understand the significance of items and places; prepare, submit and present reports to the Heritage Council and Aboriginal Cultural Heritage Advisory Committee (ACHAC).
* Build and maintain effective relationships with the community and with local, state, and federal government agency representatives to facilitate knowledge exchange, promote engagement and ensure the effective delivery of heritage outcomes.
* Work with land managers and communities to enhance their understanding and ability to protect and manage Aboriginal cultural heritage to deliver repatriation and conservation programs and promote awareness of heritage to local communities, agencies, schools and interest groups to improve heritage management.
* Work with internal working groups to ensure the effective delivery of programs and make recommendations for improvements to systems and processes where identified.
* Provide advice including reports, briefing papers, correspondence, submissions and policy advice on sensitive, contentious or complex operational heritage and cultural issues.
* Coordinate the investigation of compliance or enforcement activities undertaken under the Heritage Act 1977 and assist where necessary with regard to Aboriginal cultural heritage issues under the National Parks and Wildlife Act 1974.
* Represent Heritage NSW interests on a range of forums including committees and panels, and negotiate, influence and provide advice to stakeholders and heritage owners to achieve heritage outcomes.

Key challenges

* Identifying and responding effectively to the diverse needs of communities and other stakeholders for information, advice, and direction.
* Working with muti-disciplinary geographically dispersed teams while being accountable for managing complex matters in a high work-load and sensitive environment.
* Negotiating and influencing heritage owners and communities when working with complex, contentious and sensitive heritage matters to ensure outcomes align with Heritage NSW objectives.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise and receive direction. |
| Direct reports | * Provide guidance, support and exchange information. |
| Work team/Other internal staff | * Provide guidance and support to achieve business outcomes. * Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing. |
| Client/Customer | * Liaise and actively engage with to understand their needs and expectations. |
| **External** |  |
| Other Government Agencies, industry groups, community representatives, special interest groups and individual landholders, | * Represent Heritage NSW to other government agencies and community groups. * Provide advice on practical and statutory heritage conservation matters. |
| Heritage Council of NSW; Aboriginal Cultural Heritage Advisory committee (ACHAC) | * Provide advice and prepare assessment reports. |

# Role dimensions

## Decision making

## The role operates with a high level of autonomy, makes day to day decisions relating to work priorities and workload management and is fully accountable for the quality, integrity and accuracy of advice provided.

## Reporting line

The role reports to the Manager Heritage Programs.

## Direct reports

Between 3-6 staff.

## Budget/Expenditure

Nil

Essential qualifications

* Tertiary qualifications or equivalent experience in heritage, archaeology, architecture, Aboriginal cultural heritage management or relevant field.
* Driver’s Licence and willingness to travel.

## 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

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **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 |
| relationships | **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 |
| relationships | **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 |
| relationships | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | Influence others with a fair and considered approach and present persuasive counter-arguments  Work towards mutually beneficial ‘win-win’ outcomes  Show sensitivity and understanding in resolving acute and complex conflicts and differences  Identify key stakeholders and gain their support in advance  Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise  Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
| results | **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 |
| business-enablers | **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 |
| people-management | **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.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| people-management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| people-management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |