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| **Cluster** | **Climate Change, Energy, the Environment and Water** |
| **Agency** | **Department of Climate Change, Energy, the Environment and Water (DCCEEW)** |
| **Division/Branch/Unit** | **Energy Corporation of NSW** |
| **Location** | **Sydney CBD** |
| **Classification/Grade/Band** | **Clerk Grade 7/8** |
| **Role Number** | **41597** |
| **ANZSCO Code** | **511112** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **February 2024** |
| **Website** | [**https://www.dcceew.gov.au/**](https://www.dcceew.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.

**About the Energy Corporation of NSW**

The Energy Corporation of New South Wales (the Corporation) is the NSW-Government-controlled statutory authority that will lead the delivery of the NSW Government’s Renewable Energy Zones (REZ) program in accordance with the NSW Electricity Strategy and Electricity Infrastructure Roadmap.

The Corporation is constituted under the *Energy and Utilities Administration Act 1987* and was re-established to oversee the holistic planning of each REZ and coordinate REZ transmission, generation, firming and storage projects to deliver efficient, timely and coordinated investment. The Corporation will also work closely with communities to ensure the benefits of investment are equitably shared within host regions.

Primary purpose of the role

The Executive Coordinator provides and coordinates administrative support to executive leaders of the Energy Corporation of NSW to ensure the efficient and effective operation of the organisation and support the achievement of its operational objectives. This role also coordinates and manages projects, makes recommendations and engages with key senior executives.

# Key accountabilities

* Provide high level secretarial and administrative services to support the executive leaders in achieving the agency objectives
* Manage diary appointments and daily schedules on behalf of the designated senior executive(s) to ensure appropriate access to, and optimal and effective use of the executives’ time, organise meeting, conference and travel arrangements and prepare timely agendas and meeting documentation to make available for the executives, and track progress of actions to enable completion of projects and initiatives within priority timetables and business commitments
* Identify, prioritise and determine urgency of critical or sensitive issues for the executives’ attention to enable the timely discussion and resolution of business critical issues
* Draft, edit and format confidential briefing notes, ministerial correspondence, other memoranda, working papers, routine correspondence and a range of reports to meet required timeframes and quality standards.
* Establish and maintain and monitor the effectiveness of appropriate administrative processes and document and information control systems to enhance delivery of efficient and quality outcomes for the whole organisation.
* Assist and coordinate a range of projects to the support the organisation and provide administration support functions at the senior level.
* Develop and maintain a range of collaborative networks internal and external to the including participation in Committees to represent the Department’s interests and facilitate the provision of information and advice to industry, Government, and the community.

Key challenges

* Managing competing priorities and providing consistently high levels of support and attention to detail, despite heavy workloads short deadlines and the need to maintain confidentiality and act with discretion
* Taking initiatives to identify and fill gaps in a high-pressure team environment to ensure optimal operations of the executive leadership and the overall organisation and exercising judgement in resolution of issues.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Participate in discussions and decisions; escalate issues and propose solution; receive guidance and provide regular updates on key projects, issues and priorities |
| Chief Executive, Senior Executives | * Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions |
| Other Executive Coordinators and Senior Executive Coordinator | * Collaborate with and support each other in achieving team goals and outcomes * Together, the Executive Coordinators present a consistent, excellent branding for the executive services team, both internally and to external stakeholders |
| Business units (both in Energy Corporation and across the Department) | * Liaise to ensure required service delivery. * Negotiate outcomes and timeframes. * Share information to encourage consistency of operations through the coordination of activities and joint projects |
| Stakeholders | * Manage the flow of information, seek clarification and provide advice and responses * Develop and maintain effective working relationships and open channels of communication |
| **External** |  |
| Stakeholders | * Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes |

# Role dimensions

## Decision making

This role:

* works within public sector and department legislation, policy, regulations, procedures and standards
* makes decisions following instructions from executive leadership and manager
* may be required to exercise delegated authority
* makes decisions about the routine allocation of work and resources
* exercises judgement regarding completion of priorities and deadlines and in problem solving of issues
* makes decisions regarding when it is appropriate to escalate issues

## Reporting line

The Executive Coordinator reports to the Executive Director.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Relevant experience in providing executive support to senior executives or other business management/administration roles
* Knowledge of and proven ability to interpret and apply government protocols and administration policies, processes and procedures
* Proficiency with MS Office and records management applications

# 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.

| **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 |
|  | **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 |
|  | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Use facts, knowledge and experience to support recommendations  Work towards positive and mutually satisfactory outcomes  Identify and resolve issues in discussion with other staff and stakeholders  Identify others’ concerns and expectations  Respond constructively to conflict and disagreements and be open to compromise  Keep discussions focused on the key issues | Intermediate |
|  | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Understand the team and unit objectives and align operational activities accordingly  Initiate and develop team goals and plans, and use feedback to inform future planning  Respond proactively to changing circumstances and adjust plans and schedules when necessary  Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals  Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
|  | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | 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.

| **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 | Intermediate |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
|  | 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 | Foundational |
|  | Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
|  | Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |