

# Role Description

## Senior Program Officer, Strategic Compliance Projects



Cluster	Climate Change, Energy, the Environment and Water
Agency	Department of Climate Change, Energy, the Environment and Water
Division/Branch/Unit	Biodiversity & Conservation Division / Compliance & Licensing Branch
Location	Various
Classification/Grade/Band	Environment Officer Class 10
Role Number	Generic
ANZSCO Code	234311
PCAT Code	1119192
Date of Approval	June 2020 (updated October 2021; March 2022; May 2022; June 2024)
Agency Website	<a href="https://www.nsw.gov.au/departments-and-agencies/dceew">https://www.nsw.gov.au/departments-and-agencies/dceew</a>

*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.

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 management of the environment.

### Primary purpose of the role

Deliver robust and credible compliance programs throughout NSW, working closely with regions to ensure best practice, and innovative environmental and conservation outcomes are delivered.

### Key accountabilities

- Coordinate the design and delivery of robust and credible compliance and audit programs throughout NSW, working closely with regions to ensure best practice, effective and innovative compliance approaches to deliver conservation outcomes.
- Assist in developing, implementing, evaluating and promoting compliance and regulatory programs across the state.

- Play an active role in ensuring DCEEW meets its obligation to apply regulatory and legislative changes that impact on compliance and regulatory policy and procedures.
- Provide input into the development, and ongoing review and management of core systems, processes and procedures that support a state-wide framework promoting a transparent approach to audits and investigations, risk minimisation, prevention programs and good governance, and is consistent with contemporary principles of effective regulation.
- Work with partner organisations in the development of strategies that promote and facilitate support for voluntary compliance and advance DCCEEW's reputation as a fair and credible regulator.
- Work collaboratively with regional Compliance teams to champion best practice and provide compliance and regulation guidance in the development of sound operational practices and in the application of strategies that build capacity and skills for using new systems and procedures.
- Detect changes in the operational context and take the initiative to address issues that impact on the effectiveness of compliance programs.
- Implement a consistent and efficient reporting framework for compliance activities.

## Key challenges

- Operating in and offering support to a multi-disciplinary geographically dispersed team whilst being accountable for the coordinated delivery of state-wide and high quality programs within their area of responsibility.
- Dealing with community and business impact as well as a range of stakeholders whilst ensuring positive outcomes.
- Understanding the complexities of impacting issues in an operational context and developing, recommending and gaining support for innovative solutions.

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor / Manager	<ul style="list-style-type: none"> <li>• Receive guidance and support, provide advice and exchange information.</li> </ul>
Other DCCEEW staff	<ul style="list-style-type: none"> <li>• Work collaboratively and foster effective working relationships</li> <li>• Provide direction, guidance, support, exchange information and facilitate their professional development</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives.</li> </ul>

## Role dimensions

### Decision making

The role operates with some level of autonomy within the context of agreed work plans and makes day to day decisions relating to work priorities and workload management, for themselves and any staff supervised, within limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

## Reporting line

The role reports to the Senior Team Leader Audit and Strategic Projects

## Direct reports

The role may be responsible for managing up to 3 direct reports from time to time.

## Budget/Expenditure

Nil.

## Key knowledge and experience

- Knowledge of the operational and strategic requirements for the successful design, undertaking and evaluation of complex compliance and governance programs, monitoring, audits and investigations in the context of dynamic policy and legislative frameworks.
- Experience in strategic analysis and program design and delivery including project management, stakeholder collaboration and negotiation to facilitate effective engagement and outcomes.
- Knowledge of relevant legislation and policy.

## Capabilities for the role


The [NSW public sector 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
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li><li>• Act professionally and support a culture of integrity</li><li>• Identify and explain ethical issues and set an example for others to follow</li><li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li><li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li></ul>	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Present with credibility, engage diverse audiences and test levels of understanding</li> <li>• Translate technical and complex information clearly and concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Contribute to and promote information sharing across the organisation</li> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>	Advanced
 <p>Relationships</p>	<p><b>Work Collaboratively</b></p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept
 <p>Results</p>	<p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	Adept









Capability group/sets	Capability name	Behavioural indicators	Level
	<p><b>Think and Solve Problems</b></p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<p><b>Project Management</b></p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> <li>• Communicate the project's objectives and its expected benefits</li> <li>• Monitor the completion of project milestones against goals and take necessary action</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>	Adept






Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> <li>Refine roles and responsibilities over time to achieve better business outcomes</li> <li>Recognise talent, develop team capability and undertake succession planning</li> <li>Coach and mentor staff and encourage professional development and continuous learning</li> <li>Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation</li> <li>Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives</li> </ul>	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.

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	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	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

Capability group/sets	Capability name	Description	Level
	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
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate