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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** | **Water / Infrastructure Delivery** |
| **Location** | **TBC** |
| **Classification/Grade/Band** | **Clerk Grade 7/8** |
| **Role Family** | **Standard/Project & Programs/Delivery** |
| **ANZSCO Code** | **599599** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **October 2024 (updated from August 2019; February 2021; January 2022; April 2022; 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.

The Water Group leads the NSW Government in providing confidence to communities and stakeholders with the transparent stewardship of water resources, provision of services and reforms that support sustainable and healthy environments, economies and societies across NSW.

Primary purpose of the role

The role undertakes project management and support activities to contribute to the development and delivery of a range of projects, including operational policy and procedure development and legislative reform within established objectives.

# Key accountabilities

* Provide a range of project management and executive support services, including preparation of correspondence, reports and briefs, presentations and other information within agreed scope and required timeframes and coordinate resources, including the preparing and maintaining documentation for reporting, monitoring and evaluation purposes to support effective decision making.
* Facilitate events and meetings, including coordinating the involvement of State and Commonwealth government representatives, consultants, departmental staff, stakeholders and participants; and maintain and provide supporting documents.
* Managing the Director’s time commitments and diary, travel bookings, prioritising requests and initiating action, exercising discretion and maintaining confidentiality when effectively triaging enquiries.
* Identify and interpret relevant statutory provisions and prepare clear procedures for staff to provide clarity in the performance of their role.
* Establish and develop a range of collaborative networks across the Department, provide excellent customer service and facilitating the exchange of information, drawing attention to those matters requiring immediate attention and referring matters to other staff as considered appropriate.
* Undertake research, consultation, analysis, monitoring and evaluation of relevant administrative systems and processes to identify opportunities for improvement ensuring timely response to Ministerial and departmental requests, and other research activities to contribute to recommendations and decision making regarding complex or contentious issues.
* Coordinate administrative processes and manage records management systems to support the management of resources.
* Undertake the evaluation of operational policy and procedure to assess appropriateness, effectiveness and efficiency and to determine the need for corrective action and review, and ensure these are available for staff.

Key challenges

* Delivering a range of project management and executive support services, given tight deadlines, limited resources and the need to manage competing priorities.
* Maintaining confidentiality and discretion when dealing with external enquiries and stakeholders in a high pressure environment and coordinating responses to urgent requests for information or advice.
* Establishing and maintaining strong and effective working relationships internally and externally within a large organisation, and working proactively as part of a team with consistent systems and procedures.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director | * Receive overall direction on the strategy and agency priorities * Seeks advice, guidance, exchange information and direction * Provide advice on administrative and related operational issues * Discuss work activities, determine priorities, and provide information |
| Group Director | * Provide advice, information and support |
| Team Leaders | * Provide advice and contribute to decision making regarding projects and issues * Escalate issues and propose solutions * Receive guidance and provide regular updates on projects, issues and priorities * Assist in reviewing briefings for accuracy and formatting before escalation to the Director |
| Team members | * Support team members and work collaboratively to contribute to achieving program outcomes * Ensure an integrated organisational approach to the development of policies and procedures to reflect best practice and current Departmental policy, Government priorities and State Plan targets * Deliver presentations and participate in meetings |
| Other staff | * Develop and maintain effective relationships and open channels of communication * Exchange knowledge and information and respond to enquiries |
| Other stakeholders | * Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information to support the delivery of the Northern and Southern Projects. |
| **External** |  |
| State and Commonwealth agencies and stakeholders | * Develop and maintain effective working relationships and open channels of communication * Share, source and provide information and coordinate responses to enquiries |

# Role dimensions

## Decision making

This role:

* Has autonomy to manage day to day work priorities and tasks.
* Independently identifies issues, advice and responses that require the direct attention of the Director and referring to relevant staff as appropriate.
* Determines the nature of issues requiring further input and information and independently seeks input from other areas.
* Coordinates the Director’s diary and activities to reduce travel.
* Exercises discretion in the approach and content of information, advice and recommendations provided and consults with the Team Leaders regarding issues or sensitivities.

## Reporting line

Director

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience supporting programs or projects, and sound organisational skills with attention to detail.
* Experience providing executive support services.

# 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  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 |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Identify opportunities to use a broad range of technologies to collaborate  Monitor compliance with cyber security and the use of technology policies  Identify ways to maximise the value of available technology to achieve business strategies and outcomes  Monitor compliance with the organisation’s records, information and knowledge management requirements | 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 | 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 | Intermediate |
|  | 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 |