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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Strategic Services and Advice / People and Culture** |
| **Location** | **Parramatta** |
| **Classification/Grade/Band** | **Clerk Grade 7/8** |
| **ANZSCO Code** | **223112** |
| **PCAT Code** | **1224292** |
| **Date of Approval** | **January 2024 (updated October 2024)** |
| **Agency Website** | **https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure** |

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

Primary purpose of the role

The role provides recruitment support and solutions to enable the selection and engagement of the most capable staff for a wide range of roles and comply with NSW Government legislation ensuring proactive, client focused, capability-based recruitment services, contemporary recruitment solutions and strategies and advice.

Key accountabilities

* Provide end to end resourcing and recruitment services across the cluster by providing advice and support to managers on recruitment and mobility options and undertake recruitment processes and activities to ensure the engagement of the best candidate for the role.
* Act as a subject matter expert by providing guidance and direction to the business on best practice recruitment and workforce resourcing initiatives including devising contemporary strategies for the delivery of targeted advertising campaigns, pre-screening techniques, assessment tolls and interview methodologies to ensure hiring managers are equipped to make the right hiring decisions.
* Contribute to the continuous improvement of workforce resourcing practices, processes and service level standards by working collaboratively with Corporate Services teams on a wide range of workforce management, mobility and recruitment projects.
* Network, build and maintain relationships with employees, candidates, external organisations such as other government agencies, search firms and the private sector and proactively promote the cluster through partnership opportunities to attract potential employees.
* Coordinate the ongoing management of talent pools, ensuring that available roles are reviewed for suitability and partner with managers to effectively assess candidates and guide appropriate recommendations.
* Build and maintain effective relationships with a range of internal stakeholders across Corporate Services.
* Develop and implement reporting tools and indicators to identify insights and provide intelligence into the recruitment and related activities and monitor, review and evaluate recruitment activities to provide evidence-based recommendations to improve processes and efficiency in recruitment service.

Key challenges

* Maintaining constantly evolving knowledge of recruitment best practice and supporting the application of current and future workforce resourcing.
* Supporting a variety of Divisions with different work practices, industrial agreements and delegations.  
  Influencing Hiring Managers to follow a fair and transparent process based on GSE requirements.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director/Manager | * Seek advice and guidance and share information. |
| Hiring Managers | * Manage relationships and provide expert recruitment advice, guidance and support. |
| Team | * Work with colleagues to deliver seamless service delivery * Collaborate to share information, discuss issues and opportunities to contribute to achieving business outcomes * Foster effective working relationships. |
| **External** |  |
| Stakeholders | * Collaborate on operational issues and emerging processes * Share information regarding issues and status of processes. |

# Role dimensions

## Decision making

* Prioritises and manages day to day demands including matters with critical turnaround times required by internal clients.
* Makes day to day decisions and provides guidance on appropriate courses of action that might be taken to address issues and defers to the Manager on more complex and contentious issues.

## Reporting line

Talent Acquisition Partner

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* Sound experience in recruitment best practice including recruitment approaches, marketing and social media initiatives and policies, processes and legislative requirements.

# 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 |
|  | **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 |
|  | **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 |
|  | **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 |
|  | **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 |

# 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 |
|  | 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 |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
|  | 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 |
|  | 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 |