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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Office of Local Government** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **ANZSCO Code** | **139999** |
| **PCAT Code** | **1137215** |
| **Date of Approval** | **September 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.

The Office of Local Government (OLG) has a policy, legislative, investigative and program focus on matters ranging from local government finance, infrastructure, governance, performance, collaboration and community engagement. OLG works collaboratively with the sector and stakeholders as the key adviser to the NSW Government on local government matters.

The Local Government Grants Commission (LGGC) is a separate statutory authority constituted under Section 613 of the *Local Government Act 1993*. Administrative support is provided to the LGGC by OLG.

Primary purpose of the role

This role provides executive, secretariat, analytical and project support services to the Commissioners of the Local Government Grants Commission (LGGC) and the Boundaries Commissions, through the provision of operational and project support, strategic advice and process implementation initiatives to assist the LGGC in the determination of fund distribution.

Key accountabilities

* Prepare, manage and review the provision of high-level communications and correspondence including briefings, reports, submissions, presentations and notes to ensure the comprehensiveness, accuracy, and timeliness of written information. In addition, support the preparation for public hearings for the Boundaries Commission.
* Act as the intermediary between the Commissioners, the Office of Local Government, and key stakeholders including other NSW Government and Commonwealth agencies.
* Lead projects, oversee their planning, execution, and closure and procuring services and advice as required
* Research, analyse, review and compile information for reporting and internal documentation purposes
* Research and prepare strategic advice, information and reports on diverse and complex operational policy, planning and operational matters to facilitate informed decision making and planning.
* Remain informed about relevant policies, practices and statutory requirements associated with the Local Government Grants Scheme and the Boundaries Commission to inform stakeholders with up to date information .
* Maintain webpage content, assist with media responses and implement strategies to support the achievement strategic and operational objectives on behalf of the Boundaries Commission.
* Manage the grant allocation cycle deadlines so that the financial affairs of Local Government may be conducted according to the Act.

Key challenges

* Plan and prioritise workload demands to meet critical deadlines whilst maintaining a high level of confidentiality in dealing with sensitive and contentious issues.
* Maintain the balance between the government fiscal objectives and the real needs of Local Government to ensure accuracy and legitimacy of grant recommendations

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Executive | * Provide accurate information and timely responses to sensitive or contentious issues. |
| Manager | * Respond to requests and report on implementation progress. * Receive direction and guidance |
| Direct reports | * Lead, direct, manage and support performance and development. |
| **External** |  |
| Commissioners of LGGC and Boundaries Commission | * Provide secretariat support, coordinate reports and other associated documents/correspondence. |
| Commonwealth agency responsible for administering the *Local Government (Financial Assistance) Act 1995.* | * Maintain effective working relationships with staff. |

# Role dimensions

## Decision making

This role operates with a high level of autonomy, is expected to make day to day decisions relating to work priorities and workload management, and is accountable for the quality and accuracy of the information and support provided to staff.

## Reporting line

Manager Performance

## Direct reports

Up to 2

## Budget/Expenditure

Nil

**Key Knowledge and Experience**

* Practical knowledge of the working of local government and its processes.

**Essential Requirements**

* Ability to attend Council Premises on site as an when required

# 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** |
| --- | --- | --- | --- | --- |
| Personal Attributes | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Intermediate |
| 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 | Advanced |
| Relationships | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relationships with internal and external stakeholders  Anticipate and minimise conflict | Intermediate |
| Results | **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 |
| 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 |
|  | **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.

| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
| --- | --- | --- | --- | --- |
| 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 | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| Results | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Results | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Results | Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Advanced |
| 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 | Adept |
|  | 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 |