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|  **Based Cluster** | Planning, Housing and Infrastructure |
| **Agency** | Department of Planning, Housing and Infrastructure |
| **Division/Branch/Unit** | Office of Local Government  |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **ANZSCO Code** | 521111 |
| **PCAT Code** | 1119192 |
| **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 administrative support services to the LGCC and the Boundaries Commission, to support with efficient and effective operations as well as administers secretariat, analytical and project support services to the Executive Officer.

# Key accountabilities

* Provide administrative and analytical support to the LGCC and Boundaries Commissions, including research and analysis, preparation of correspondence, reports, presentations and other essential documentation
* Co-develop and maintain administrative processes, guides and workflows ensuring streamlined and effective outcomes.
* Assisting the Executive Officer Commissions Secretariat in prioritising and filtering information requests, identifying urgent matters which require immediate attention.
* Source, format and collate all necessary documentation including organising meetings, conferences and forums to ensure relevant information and resources are accessible.
* Develop and maintain relationships, acting as a liaison between the LGCC, Boundaries Commissions and OLG by providing positive and efficient client services.
* Support the team by coordinating or undertaking ad hoc project administration activities.
* Assist the Executive Officer Commissions Secretariat with other duties on an adhoc basis as required.

# Key challenges

* Co-ordinate confidential matters requiring the Commissions’ attention, whilst handling politically sensitive or embargoed material, and coordinating responses to urgent requests for information, briefings or advice.
* Establishing and maintaining strong and effective working relationships despite an evolving working environment with minimal established protocol.

# Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Manager | * Provide executive level support to the Executive Officer Commissions Secretariat and negotiate priorities and completion of tasks and projects associated with branch matters
* Receive guidance and direction
* Receive guidance an
 |
| Performance Team and wider OLG staff | * Deliver advice and exchange information on operational matters
 |
| **External** |  |
| Stakeholders and clients including Ministerial Offices | * Establish and maintain working relationships and networks to address highly confidential and sensitive matters
 |

**Role dimensions**

## Decision making

* Manages day-to-day tasks of the position independently

## Reporting line

Executive Officer Commissions Secretariat

## Direct reports

Nil

## Budget/Expenditure

Nil

**Key Knowledge and Experience**

* Knowledge and understanding of the mechanisms of local government, its operating environment and governing legislation.

# 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**  |
| --- | --- | --- | --- | --- |
|  | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | Be flexible and adaptable and respond quickly when situations changeOffer own opinion and raise challenging issuesListen when ideas are challenged and respond appropriatelyWork through challengesRemain calm and focused in challenging situations | Intermediate |
|  | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conductRecognise and report misconduct and illegal and inappropriate behaviourReport and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain EnglishClearly explain and present ideas and argumentsListen to others to gain an understanding and ask appropriate, respectful questionsPromote the use of inclusive language and assist others to adjust where necessaryMonitor own and others’ non-verbal cues and adapt where necessaryWrite and prepare material that is well structured and easy to followCommunicate routine technical information clearly | Intermediate |
|  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve outcomes for customers | Adept |
|  | **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 actionsUnderstand delegations and act within authority levelsIdentify and follow safe work practices, and be vigilant about own and others’ application of these practicesBe aware of risks and act on or escalate risks, as appropriateUse financial and other resources responsibly | 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 tasksUse available technology to improve individual performance and effectivenessMake effective use of records, information and knowledge management functions and systemsSupport 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**  |
| --- | --- | --- | --- | --- |
|  | 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 | Foundational |
|  | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
|  | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | 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 | Foundational |
|  | 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 |