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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** | Energy, Climate Change & Sustainability Group |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | 43257 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | February 2024 |
| **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 Department’s Energy, Climate Change & Sustainability Division leads strategic policy, programs and major initiatives on climate change, renewable energy and energy security, environmental sustainability, waste management, biodiversity and conservation.

Primary purpose of the role

Support the coordination, development, delivery, monitoring, improvement and evaluation of a range of strategic, operational and governance projects to deliver the NSW Government’s energy, climate change and emissions reduction programs. The role also supports program management, stakeholder engagement, policy development and compliance activities.

**Key accountabilities**

* Support policy development or project management program tasks including planning, monitoring and reporting on project plans, milestones and deliverables to ensure activities are completed on time, on budget and to high quality standards.
* Undertake basic research and analysis to contribute to the preparation of policy or project briefs to support program development and delivery and informed decision making. This can include engaging with senior staff to understand the Government’s and Minister’s policy/program directions.
* Support program delivery, audit, governance, procurement, continuous improvement and business support activities or legislative/regulatory reforms in line with relevant legislation, policies and processes.
* Provide a range of secretariat and administrative services, including coordinating meetings, preparing agendas, minutes and papers as well as preparing briefs, correspondence, Parliamentary documents and operational manuals.
* Develop and maintain professional relationships throughout the program lifecycle with internal and external stakeholders, through effective communication, consultation, collaboration, and issues management and record keeping.
* Review, resolve or escalate more complex queries from colleagues and stakeholders.
* Actively participate in the facilitation of information sharing and coordination across the agency to ensure government policy and legislative requirements.

Key challenges

* Delivering multiple policy or project support activities to a high-quality standard, given tight deadlines and competing demands and priorities.
* Applying sound decision making and judgement in accordance with policy and procedures to appropriately resolve, triage, and escalate more complex customer and stakeholder enquiries.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager and Senior Project Officer | * Acts in consultation to make decisions about priorities, deadlines and competing demands * Receive instruction, guidance and provide regular updates on key projects, issues and priorities * Identify emerging issues/risks and their implications and propose solutions * Escalate risks or contentious issues and exchange information. |
| Project & Delivery Team | * Work collaboratively and support team members to contribute to achieving team outcomes * Participate in meetings, share information and provide input on issues. |
| Stakeholders | * Respond to enquiries, report and provide updates on project status * Coordinate meetings and activities * Consult and collaborate, identify mutually beneficial outcomes and determine strategies to achieve their realisation. |
| **External** |  |
| Stakeholders | * Liaise with and provide updates on project status * Respond to enquiries * Coordinate meetings and activities * Provide routine support to customer service delivery partners, including training and guidance, in accordance with established procedures. * Monitor third party service providers to ensure compliance with contract and service arrangements. |

# Role dimensions

## Decision making

The Assistant Policy and Project Officer:

* Sets own priorities to achieve deadlines and makes day to day decisions in relation to work functions and projects, seeks clarification from the Senior Policy/Project Officer and/or Manager as required.
* Makes independent decisions to redirect enquiries to appropriate staff or bring matters to the attention of the Senior Policy/Project Officer, Manager and other team members.
* Undertakes research independently and request data and information from other staff for reports and briefs.
* Consults with the Senior Policy/ Project Officer, Manager and other staff to manage tight or conflicting deadlines.

## Direct reports

Nil

## Reporting line

The role reports to the Senior Policy/Project Officer or Manager.

## Budget/Expenditure

Nil

**Key Knowledge and Experience**

* Demonstrated understanding of project management principles as well as time management and organisation skills.

Essential requirements

* Tertiary qualifications in a relevant discipline and/or relevant experience.

## 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.

## Focus capabilities

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
| relationships | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | Intermediate |
| results | **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 |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | 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.

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |