Role Description
Resilience Officer

Cluster	**Planning, Housing and Infrastructure**
Agency	**Department of Planning, Housing and Infrastructure**
Group/Division/Branch/Unit	**Strategic Services and Advice / Governance**
Location	**Parramatta**
Classification/Grade/Band	**Clerk Grade 7/8**
ANZSCO Code	**511112**
PCAT Code	**1139192**
Date of Approval	**February 2021 (updated 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.

Primary purpose of the role

The Resilience Officer provides business continuity management support services to Groups/Divisions and related in-scope Network entities across DPHI. The role contributes to the maintenance of the documentation that makes up DPHI's Business Continuity Management Framework, including its crisis management response arrangements, and helps to build business continuity capability through awareness training, exercises and tests.

Key accountabilities

- Undertake administrative activities to support business continuity management planning for the Department.
- Assist the coordination of the Department's Business Continuity Management process by maintaining documents and managing the administrative processes for the reporting systems and procedures.
- Provide business continuity advice, information and support to key stakeholders.

- Assist the coordination of the business continuity response to incidents and disruptive events as part of the Department's crisis management arrangements.
- Assist in the planning and coordination of business continuity workshops, reviews, exercises and tests, contribute to the development of post event reports, and provide secretariat support to record, log and track actions and next steps.
- Provide administrative support for internal stakeholder engagement initiatives to raise business continuity awareness and build capability across the Department.
- Perform data analysis and contribute to the preparation of quality, informative written reports and briefs for a range of executive audiences on business continuity management issues.
- Provide administrative support for reviews and updates of the Department's risk profiles and related risk management processes as required.

Key challenges

- Establishing and maintaining strong and effective working relationships and consistent systems and procedures.
- Promoting business continuity management knowledge and awareness and providing associated monitoring and support in a geographically dispersed organisation.
- Maintaining current understanding of business continuity management practices that may impact business continuity arrangements and processes, while maintaining flexibility in managing workloads and competing priorities.

Key relationships

Who	Why
Internal	
Manager, Business Continuity	• Receive guidance and provide regular updates and reports on assigned tasks and provide advice on a range of issues. • Ensure work is aligned with current priorities. • Receive guidance to support and contribute the implementation of key projects, issues and priorities. • Identify, discuss and plan for emerging issues and workloads
Senior management and key staff	• Develop and maintain effective networks to provide and/or seek specialist advice, support and assistance to improve business continuity management documentation, processes and systems. • Build capacity and capability within business areas to track progress of implementation. • Share and transfer specialist knowledge, expertise and skills with colleagues and key stakeholders.
Senior Resilience Officer and other Risk and Resilience Branch team members	• Support and work collaboratively with team members, maintaining flexibility and open communication channels. • Contribute to discussions and decisions regarding various aspects of the business continuity and risk management frameworks.
External	
Central NSW Government agencies	• As required by manager, seek advice and support in ways to continuously improve the DPHI business continuity management framework.

Role dimensions

Decision making

This role:

- Independently plans and sets priorities for work to be completed, taking into account organisational requirements and deadlines; and
- Exercises discretion and judgement in providing advice, dealing with potentially contentious issues, and responding to enquiries.

Reporting line

Reports to the Manager, Business Continuity

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated expertise in interpreting and applying policies, processes and procedures
- Awareness of business continuity management principles and practices and experience of working with a range of enterprise operations and activities
- Proven record in delivering quality administrative support services within set timeframes
- Sound knowledge and understanding of government processes, public sector management, and NSW public sector legislation.

Capabilities for the role

The NSW public sector 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	**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	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
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
Results	**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

Capability group/sets	Capability name	Behavioural indicators	Level
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.

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	Intermediate
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
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	Intermediate

NSW GOVERNMENT

Capability group/sets	Capability name	Description	Level
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate