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| **Cluster** | Climate Change, Energy, the Environment and Water |
| **Agency** | Department of Climate Change, Energy, the Environment and Water (DCCEEW) |
| **Division/Branch/Unit** | Energy Climate Change & Sustainability |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 00040755 |
| **ANZSCO Code** | 224412 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | June 2024 (updated from Sept 2023, February 2022; July 2021) |
| **Agency Website** | [**https://www.dcceew.gov.au/**](https://www.dcceew.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.

Primary purpose of the role

Develop policies, strategies and framework proposals to support internal and external stakeholders to effectively protect and manage our energy system. The role optimizes opportunities to provide organisational advice and input into Cabinet and other government policy and proposals, and coordinates high-level cross-agency projects to inform state-wide energy policy development.

# Key accountabilities

* Research and develop policies, strategies and frameworks including developing, maintaining and updating program guidelines and documentation; ensuring projects are completed within established specifications.
* Provide evidence-based analysis and creative problem-solving to answer energy policy, program and operational questions relating to the wholesale electricity market, the distributed energy sector, the large- and small-scale renewable energy sectors and the consumer/demand side of the market.
* Provide policy and project support for the Manager and Executive Director, including provision of functions involving cross-government stakeholder engagement and project coordination.
* Coordinate project management documentation; and regular reporting and auditing to ensure projects are completed within agreed standards.
* Draft and present high-level advice, submissions, briefing papers and correspondence on sensitive, contentious or complex issues related to energy.
* Effectively engage internal and external stakeholders including other government agencies, industry and communities in the development of policies, strategies and frameworks.
* Evaluate and prepare advice on relevant national and international treaties, policies, conventions and research to ensure that organisational policies, procedures and programs consider contemporary trends and best practice in heritage policies and programs.
* Implement effective policy development and program management by preparing and submitting high quality plans and briefs to management in relation to priority setting; fiscal and resource management; and evaluation. Ensure timely status reporting and delivery of projects within scope, budget and timeframes.

Key challenges

* Applying a high degree of analytical, creative reasoning, and interpersonal skills in dealing with a range of complex issues whilst working in a high volume and often sensitive environment.
* Researching, analysing and evaluating information, and developing strategy and policy proposals under pressure and against competing and short deadlines.
* Identifying issues that affect the preparation of quality advice and development of policy and strategies and settings to facilitate and encourage industry growth and development whilst appropriately considering the political environment and whole-of-Government positions when drafting advice in order to give relevant analysis and provision of options.

Key relationships

| Who | Why |
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| **Internal** |  |
| Manager | * Discuss work progress, escalate issues, advise and keep informed * Report on emerging issues and risks * Develop and propose solutions to optimise business performance * Present and communicate outputs in a clear format to allow translation into strategic insight and policy decisions |
| Work team | * Collaborate within the Energy Climate Change & Sustainability group to support achievement of the team’s outcomes * Collaborate to create effective and usable policies and procedures. |
| Internal partners | * Manage the expectations of a wide range of internal stakeholders where there are conflicting priorities and expectations and resolve contentious issues within tight timeframes, and escalate any issues accordingly * Exchange information and assist in coordination of policy issues across the Department |
| Minister for Energy and Environment | * Develop Ministerial correspondence and briefing papers in support of policy positions. * Keep abreast of timeframes affecting the prioritisation and completion of work. |
| Clients/customers | * Provide evidence, analysis and options to management to support proactive responses to the changing nature of the market, competition, legislation, regulation and technology. * Provide research, analysis and evidence-based advice to inform business requirements and emerging strategic trends in analytics |
| **External** |  |
| Community groups and local, state and federal government agencies | * Proactively foster and maintain effective working relationships with key internal and external stakeholders including to facilitate knowledge exchange, promote engagement between agencies. * Liaise with a diverse range of stakeholders to obtain relevant information and expert advice to support development and review of energy policy, strategy and ensure that policies address operational challenges. |

# Role dimensions

## Decision making

## The role operates with a high level of autonomy in respect to the day to day activities including determining work priorities within the context of an agreed work plan and is accountable for the quality, integrity and accuracy of the content of advice provided.

## The role makes recommendations to facilitate policy and project improvements.

## Reporting line

Manager, Energy Productivity

## Direct reports

Nil

## Budget/Expenditure

Nil

## 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 | **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 |
| 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 | 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 |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience  Ensure systems are in place to capture customer service insights to improve services  Initiate and develop partnerships with customers to define and evaluate service performance outcomes  Promote and manage alliances within the organisation and across the public, private and community sectors  Liaise with senior stakeholders on key issues and provide expert and influential advice  Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches  Ensure that the organisation’s systems, processes, policies and programs respond to customer needs | Advanced |
| results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply the expertise of key individuals to achieve organisational outcomes  Drive a culture of achievement and acknowledge input from others  Determine how outcomes will be measured and guide others on evaluation methods  Investigate and create opportunities to enhance the achievement of organisational objectives  Make sure others understand that on-time and on-budget results are required and how overall success is defined  Control business unit output to ensure government outcomes are achieved within budgets  Progress organisational priorities and ensure that resources are acquired and used effectively | Advanced |
| 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 |

## 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 | Intermediate |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | 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 | 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 |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |