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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning, Industry and Environment |
| **Division/Branch/Unit** | Planning & Assessment |
| **Location** | Sydney |
| **Classification/Grade/Band** | Planning Officer (Professional) 1B |
| **Role Number** | Various |
| **ANZSCO Code** | 232611 |
| **PCAT Code** | 1111192 |
| **Date of Approval** | March 2018 |
| **Agency Website** | [www.dpie.nsw.gov.au](http://www.dpie.nsw.gov.au) |

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. 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 seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

The Policy Officer undertakes policy development and provides policy analysis and advice to support Government and Department objectives.

# Key accountabilities

* Undertake allocated policy tasks, including project planning and implementation, to assist policy development, and policy program and service delivery
* Provide policy advice and prepare timely reports, discussion papers, briefs and submissions to support decision making and contribute to the development of policies and initiatives
* Undertake qualitative and quantitative research and analysis to assist understanding of policy impacts and delivery of desired policy outcomes, and support policy and program development
* Identify and evaluate key issues, and formulate options and recommendations to inform policy and regulatory needs and changes
* Provide policy and procedure advice to staff and managers to assist enhance consistent policy and quality service delivery
* Supportthe Team Leader to build and develop internal and external networks to ensure the effective development and management of the policy program
* Coordinate stakeholder and community consultations and events
* Complete other duties under direction

Key challenges

* Contribute to policies that balance complex and multiple issues and conflicting stakeholder needs and interests with service delivery impacts
* Undertake a diverse range of tasks in a high pressure environment of competing priorities and tight timeframes
* Assimilate information quickly and translate complex, technical information into easy to understand, plain English, briefings, reports and communication material

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Team Leader and Director | * Receive instructions and provide support as required
* Provide advice regarding policy development and review
* Provide regular updates on projects, issues and priorities
* Inform of, and escalate, emerging or sensitive issues
* Supportwith stakeholder networks and events
* Contributeto development and implementation of the team work program
* Contribute to the development and maintenance of team systems, policies and procedures
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| Department business units including assessment and compliance teams, legal services, the communications and engagement team, and regional teams | * Build effective partnerships and communication networks
* Provide policy advice and solutions to policy issues
* Liaise to seek and consider all views and resolve issues
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| Team members | * Collaborate to share information and solve identified issues and problems
* Participate in team meetings and contribute ideas to improve program, policy, service delivery and work outcomes
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| **External** |  |
| Commonwealth, State and Local Government agencies | * Establish and maintain relationships and communication networks
* Liaise to seek and consider all views and provide policy advice
* Represent the Department at community and stakeholder events
* Promote and encourage participation in the policy process
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# Role dimensions

## Decision making

The Policy Officer – Planning:

* receives advice and guidance from the Team Leader or Director but has responsibility for setting and organising own work priorities within the overall agreed work program
* manages small to medium size projects within project scope, budget, quality standards and timeframes
* prepares reports, submissions, briefing notes and correspondence for review by the Team Leader and approval by the Director
* is required to comply with applicable legislation, policies and administrative frameworks

## Reporting line

The Policy Officer – Planning reports to a Team Leader.

The Policy Officer – Planning is part of a team of other Policy Officers, Senior Policy Officers and support staff.

Essential requirements

Degree in a relevant discipline

Sound working knowledge of NSW legislation related to land use and urban planning, environmental management, and infrastructure and resource assessment and management

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities listed in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | Display Resilience and Courage | Intermediate |
| **Act with Integrity** | **Intermediate** |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept**  |
| **Commit to Customer Service** | **Intermediate**  |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Intermediate |
|  | **Deliver Results** | **Intermediate** |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational  |
| Technology | Intermediate |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Intermediate**  |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Act with Integrity | Intermediate | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and follow legislation, rules, policies, guidelines and codes of conductHelp others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conductRecognise and report misconduct, illegal or inappropriate behaviourReport and manage apparent conflicts of interest |
| **Relationships**CommunicateEffectively | Adept | Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groupsMonitor own and others' non-verbal cues and adapt where necessaryCreate opportunities for others to be heardActively listen to others and clarify own understandingWrite fluently in a range of styles and formats |
| **Relationships**Commit to Customer Service | Intermediate | * Support a culture of quality customer service in the organisation
* Demonstrate a thorough knowledge of the services provided and relay to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Co-operate across work areas to improve outcomes for customers
 |
| **Relationships**Work Collaboratively | Intermediate | * Build a supportive and co-operative team environment
* Share information and learning across teams
* Acknowledge outcomes which were achieved by effective collaboration
* Engage other teams/units to share information and solve issues and problems jointly
* Support others in challenging situations
 |
| **Results**Deliver Results | Intermediate | Complete work tasks to agreed budgets, timeframes and standardsTake the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goalsSeek and apply specialist advice when required |
| **Results**Think and Solve Problems | Adept | Research and analyse information, identify interrelationships and make recommendations based on relevant evidenceAnticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness |
| **Business Enablers**Project Management | Intermediate | Perform basic research and analysis which others will use to inform project directionsUnderstand project goals, steps to be undertaken and expected outcomesPrepare accurate documentation to support cost or resource estimatesParticipate and contribute to reviews of progress, outcomes and future improvementsIdentify and escalate any possible variance from project plans |