Role Description
Assistant Policy Officer

Cluster	Planning and Environment
Agency	Office of Environment and Heritage
Division/Branch/Unit	NSW National Parks and Wildlife Services
Location	Various
Classification/Grade/Band	Clerk Grade 5/6
Role Number	TBC
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	July 2017

Agency overview

The NSW Office of Environment and Heritage (OEH) aims to enrich life in NSW by helping the community to conserve and enjoy our environment and heritage. For more information go to www.environment.nsw.gov.au

Primary purpose of the role

Undertakes diverse research, analysis and related administrative tasks to support the formulation of policy advice and recommendations and contribute to the development of policies that support the Division's and OEH's policy initiatives.

Key accountabilities

- Assist the team in the delivery of a range of policy related projects and initiatives to facilitate the timely delivery of policy objectives.

- Undertake basic research and analysis in assigned areas and contribute to the preparation of reports to inform decision making and contribute to policy development

- Contribute to the preparation of draft correspondence, papers, and minutes to support the development of policy initiatives

- Provide a range of administrative activities, including coordinating working groups and committees, to support stakeholder engagement as well as policy development and implementation

- Respond to routine policy queries to provide consistent advice and information

- Provide a range of secretariat and administrative services, including coordinating committee meetings and preparing papers.

Key challenges

- Delivering multiple policy support activities within agreed standards and objectives, given tight deadlines and competing demands and priorities

- Balancing the administrative needs of a range of staff and negotiating workable timeframes, given the number of managers and staff seeking administrative support from the position •
- Maintaining current knowledge of the frequently changing Agency and business unit policies, procedures, initiatives and protocols.

Key relationships

Who	Why
Internal	
Supervisor / Manager	Receive broad guidance, escalate contentious issues and exchange information
Project Team	Work collaboratively, contribute to achieving team objectives and exchange information
Branch/Division	Develop and maintain cooperative and productive working relationships; exchange information
External	
Stakeholders	Develop and maintain effective relationships; respond to inquiries and exchange information

Role dimensions

Decision making

Operates in structured operating environment that is subject to established policies procedures and practices underpinned by statutory requirements. The position has some capacity to adapt operating practices and techniques to achieve work assignments.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Understanding of the policy process including research, development, review and evaluation.
- Sound organisational skills, the capacity to undertake several tasks concurrently, maintain attention to detail and meet deadlines
- Broad experience in providing diverse administrative, secretariat and related services

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

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Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities 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**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Foundational
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
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 standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

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