

Role Description

Senior Coordination Officer



Cluster	Planning & Environment
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Local Coordination & Service Delivery
Role number	51008548, 51008549, 51008550, 51008551, 51008552, 51008553, 51008554, 51008555, 51008556, 51008557, 51008558, 51008559
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511112
PCAT Code	1221114
Date of Approval	28 April 2022
Agency Website	www.dpie.nsw.gov.au/nsw-reconstruction-authority

Agency overview

The NSW Reconstruction Authority (the Authority) is a statutory corporation within the Planning & Environment cluster. The Authority will improve how NSW plans for disasters and ensure that we recover from them faster.

To reduce the severity and impacts of disasters, the Authority will complete critical planning and preparation with communities, businesses and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities and other stakeholders.

Primary purpose of the role

Partner with regional local government, joint partner, not for profit and industry stakeholders to develop and embed locally owned disaster and risk resilience frameworks, response, recovery and welfare services that align with whole of government strategies and initiatives and meet the immediate and longer term needs of NSW communities

Key accountabilities

- Implement local and regional disaster and emergency response and recovery programs and initiatives that align with the State Emergency Management Plan and supporting documents and ensure services and benefits reach disaster affected communities and individuals.
- Project manage and coordinate the development and delivery of local disaster, emergency and risk planning and preparedness projects and initiatives that enhance the capacity and readiness of local governments to ensure infrastructure, utilities and business continuity outcomes for communities.
- Build and maintain stakeholder relationships facilitating their engagement in, and contribution to the identification and development of solutions.
- Support collaboration and research relevant to resilience program frameworks to assess applicability for implementation as best practice into the Authority's ecosystem.
- Undertake broad consultation with local governments, the private sector and relevant agencies to understand needs, constraints, capability and capacity to respond and recover from disaster events.

- In crisis events, instigate emergency plans and procedures and work collaboratively with local stakeholders to provide on the ground support for impacted individuals.
- Prepare correspondence, written reports, publications, and briefs, that are informative and aligned with agency requirements, to respond to Agency and/or Government requests

Key challenges

- Achieve consensus and maintain project momentum while ensuring an integrated, multi-agency approach
- Deliver local and regional outcomes and build strong networks with stakeholders who may have differing priorities.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans
Work Team	<ul style="list-style-type: none"> • Share ideas and information and work collaboratively to enhance team outcomes
Divisional staff	<ul style="list-style-type: none"> • Facilitate the exchange of ideas and information to foster a culture of continuous improvement, achievement and resilience. • Influence outcomes through collaboration when there are conflicting interests and opinions.
External	
Government and public sector (e.g. Local Government Councils, NSW government agencies and the Commonwealth government ,Services NSW, Regional NSW Infrastructure NSW and DCJ)	<ul style="list-style-type: none"> • Ensure effective, collaborative relationships and partnerships with other stakeholders to facilitate the exchange of information and to maintain positive relationships. • Enable continuous improvement by sharing information and learnings
Non-government, business and industry and community sectors	<ul style="list-style-type: none"> • Work collaboratively and foster strong relationships to facilitate the exchange of information, achievement of joint priorities and promote the Authority as an enabling agency.
Vendors / Service Providers	<ul style="list-style-type: none"> • Ensure that service providers are engaged in accordance with the relevant internal, legislative, and NSW Procurement principles and requirements • Ensure service delivery in accordance with the contractual arrangements. • Consult, give and obtain information, negotiate required outcomes and timeframes and develop and maintain ongoing working relationships and networks

Role dimensions

Decision making

Acts independently in performing core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes. In matters that are sensitive, high-risk or business-critical, the role consults with the Manager to agree on a suitable course of action.

Reporting line

Manager, Community Coordination or Manager, Local Government Coordination

Direct reports

Nil

Budget/Expenditure

Financial Delegation: As per agency financial delegations.

Administrative Delegation: As per delegations' manual.

Key knowledge and experience

Demonstrated knowledge of contemporary emergency management concepts and principles

Demonstrated experience building relationships to deliver outcomes, especially in local and regional contexts.

Essential requirements

Tertiary qualifications or equivalent experience in a relevant field.

An ability and willingness to travel within NSW and support other operational roles during disasters, emergencies and other events, consistent with skills, background and personal circumstances.

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.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural Indicators	Level



 <p>Personal Attributes</p>	<p>Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<p>Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations</p>	<p>Adept</p>
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<p>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</p>	<p>Adept</p>
<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<p>Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community</p>	<p>Adept</p>	
<p>Work Collaboratively Collaborate with others and value their contribution</p>	<p>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</p>	<p>Adept</p>	
<p>Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts</p>	<p>Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict</p>	<p>Adept</p>	

	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<p>Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments</p>	<p>Intermediate</p>
	<p>Project Management Understand and apply effective planning, coordination and control methods</p>	<p>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</p>	<p>Adept</p>

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability Name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate



Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate