

# Role Description

## Team Leader – Assessment & Appeals, Community Grants



Cluster	Planning Housing and Infrastructure
Agency	NSW Reconstruction Authority
Group/Division/Branch	Preparedness & Recovery/Community Recovery Programs
Location	Statewide
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	October 2024
Agency Website	<a href="https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority">https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority</a>

### Agency overview

The NSW Reconstruction Authority (the Authority) is a statutory corporation within Planning, Housing and Infrastructure. The Authority will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the Authority will complete critical planning and preparation with communities, NGOs, 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

The Team Leader manages the development and implementation of grant programs and grants administration activities to achieve program outcomes aligned to organisational objectives.

### Key accountabilities

- Manage and administer recovery grants programs, ensuring compliance with program guidelines and governance standards, including ensuring program administration is in adherence to the Grants Administration Guide and manage grant and other data as required using appropriate systems and processes
- Monitor the budgets and targets of grant programs to ensure effective and appropriate use of funds.
- Contribute to the development and implementation of appropriate governance and risk frameworks, performance measures, reporting standards and assessment tools, and systems to track, monitor and report on identified project milestones and deliverables to ensure effective governance of new projects from inception to completion and advise senior management on potential governance, compliance and risk issues
- Provide specialist advice, information and guidance to support the efficient and compliant management of grants
- Plan, develop and deliver activities and projects as required to promote and administer grants

- Prepare informed and accurate briefings and correspondence to senior management in response to often sensitive regional issues and provide high quality and timely advice to the Manager / Director regarding program decision making.
- Establish and maintain effective working relationships and networks with other Government agencies to ensure an integrated approach to program design and delivery
- Lead a team providing support and guidance to assist in the development of team members.

## Key challenges

- Managing competing priorities, having involvement in a range of projects and initiatives, and meeting requests for advice and assistance to ensure outcomes are achieved and the needs of clients and stakeholders are met.
- Working with vulnerable community members and adapting communication styles as required
- Keeping abreast of the various existing and emerging grant program issues and legislative changes and ensuring the responsible use of government funds.

## Key relationships

Who	Why
<b>Internal</b>	
Director/Manager	<ul style="list-style-type: none"> <li>• Report on and provide advice on programs, strategies, risks and issues to facilitate informed decisions.</li> <li>• Escalate issues, keep informed, advise and receive instructions.</li> <li>• Provide advice on the governance, performance and management of grant programs.</li> </ul>
Team Members	<ul style="list-style-type: none"> <li>• Guide, support, coach and mentor team members.</li> <li>• Demonstrate the importance of and work collaboratively with to achieve outcomes</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Respond and resolve queries, provide information and/or resources or redirect to the appropriate person or business unit if required</li> <li>• Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards</li> <li>• Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

### Reporting line

Manager Community Grants

### Direct reports

4

### Budget/Expenditure

- Financial Delegation: As per agency financial delegations.
- Administrative Delegation: As per delegations' manual.

### Key knowledge and experience

- Demonstrated knowledge of the legislative requirements for Grants Administration in NSW, including experience in applying the NSW Grants Administration Guide, *Public Finance and Audit Act* and Record Management obligations to program design and administration.

### Essential requirements

- Tertiary qualifications in a related discipline and/or equivalent experience
- 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><b>Act with Integrity</b></p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Model the highest standards of ethical and professional behaviour and reinforce their use</li> <li>• Represent the organisation in an honest, ethical and professional way and set an example for others to follow</li> <li>• Promote a culture of integrity and professionalism within the organisation and in dealings external to government</li> <li>• Monitor ethical practices, standards and systems and reinforce their use</li> <li>• Act promptly on reported breaches of legislation, policies and guidelines</li> </ul>	Advanced
 <p>Relationships</p>	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience</li> <li>• Ensure systems are in place to capture customer service insights to improve services</li> <li>• Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>• Promote and manage alliances within the organisation and across the public, private and community sectors</li> <li>• Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>• Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches</li> <li>• Ensure that the organisation's systems, processes, policies and programs respond to customer needs</li> </ul>	Advanced
 <p>Relationships</p>	<p><b>Work Collaboratively</b></p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
 Results	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>	Adept
 Business Enablers	<b>Finance</b> Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> <li>• Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures</li> <li>• Understand the impacts of funding allocations on business planning and budgets</li> <li>• Identify discrepancies or variances in financial and budget reports, and take corrective action</li> <li>• Know when to seek specialist advice and support and establish the relevant relationships</li> <li>• Make decisions and prepare business cases, paying due regard to financial considerations</li> </ul>	Adept


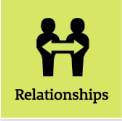



## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	<p><b>Project Management</b></p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> <li>• Communicate the project's objectives and its expected benefits</li> <li>• Monitor the completion of project milestones against goals and take necessary action</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>	Adept
 <p>People Management</p>	<p><b>Manage &amp; Develop People</b></p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> <li>• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Look for ways to develop team capability and recognise and develop individual potential</li> <li>• Be constructive and build on strengths by giving timely and actionable feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolving issues</li> <li>• Effectively support and manage team members who are working flexibly and in various locations</li> <li>• Create a safe environment where team members' diverse backgrounds and cultures are considered and respected</li> <li>• Consider feedback on own management style and reflect on potential areas to improve</li> </ul>	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.

COMPLEMENTARY CAPABILITIES			
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
	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
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Business Enablers	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
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate