**Role Description**

**Policy and Project Officer**

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| **Cluster** | **Stronger Communities** |
| **Department/Agency** | **Multicultural NSW** |
| **Division/Branch/Unit** | **Community and Policy** |
| **Role number** | **51001781** |
| **Classification/Grade/Band** | **7/8** |
| **Kind of employment** | **Ongoing** |
| **ANZSCO Code** | **TBA** |
| **PCAT Code** | **TBA** |
| **Date of Approval** | **September 2024** |
| **Agency Website** | **www.multicultural.nsw.gov.au** |

**Agency overview**

NSW is home to 33.6% of Australia’s overseas-born population. We come from over 310 ancestries, practice more than 139 religions and use more than 283 languages, with 29.3% of NSW people born overseas. The purpose of Multicultural NSW is to build and maintain a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW.

Our work is underpinned by the Multicultural NSW Act 2000, which establishes Multicultural NSW as the lead agency for promoting and monitoring the multicultural principles set out in the Act. The Multicultural NSW Advisory Board, which is constituted under the Act, is an independent body that draws on the cultural diversity, skills and experience of its members to provide advice to the Agency and the Minister.

The Policy and Project Officer position sits in the Settlement team within the Community and Policy Division. The Settlement team coordinates NSW Government responsibility for the settlement of humanitarian entrants, refugees and new arrivals. Our responsibilities include the provision of policy and program coordination for Settlement matters across NSW and support for the NSW Coordinator General for Settlement.

**Primary purpose of the role**

To support the Associate Director, Settlement and assume responsibilities within the Settlement team to support development, management, delivery, evaluation and reporting on a range of initiatives, policies and broader MNSW work.

You will work as a productive, transparent and accountable member of Multicultural NSW, demonstrating a high standard of integrity and ethical behavior in the execution of your duties. The conduct of Multicultural NSW employees must reflect the requirements and/or values of the NSW Public Sector, Multicultural NSW vision and strategic plan and related division plans, objectives and priorities. All employees must act in a way that aligns with our overarching remit to promote and advance our social cohesion and community harmony.

**Key accountabilities**

* Prepare and maintain high quality project documentation for reporting, monitoring and evaluation purposes
* Engage with multi-sectoral stakeholders including people with lived experience and coordinate working groups, committees and consultations to support settlement-related project delivery in line with project plans.
* Research, develop, review and edit responses to departmental and ministerial correspondence and briefings ensuring key issues are addressed, the information is factual, accurate and succinct, and the NSW policy position is correctly represented.
* Source, collate and critically analyse data and information to identify emerging issues, and develop informed positions on relevant cultural diversity policy issues.
* Prepare succinct, clear and high-quality communications.
* Comply with statutory requirements relating to work health and safety and staff management and support strategies to promote an equitable, diverse and inclusive workforce environment.

**Key challenges**

* Provide considered advice and solutions in a high-volume work environment, with competing priorities and deadlines which are often changing and unpredictable.
* Coordinate internal and external stakeholders for effective outcomes on complex policy issues.
* Supporting and coordinating projects and activities from conception to conclusion within limited timeframes and budgets.
* Managing different and competing business and stakeholder interests, expectations, and priorities to ensure plans and objectives are met.

**Key relationships**

**Internal**

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| **Who** | **Why** |
| Director Community and Policy | Ensure work priorities reflect the agency’s and division’s strategic priorities. |
| Associate Director Settlement | This position supervises the Policy and Project Officer position. The incumbent will be required to report on and provide recommendations on the soundness and feasibility of proposals or initiatives in respect to the Government’s public policy program, delivery on state significant projects or service delivery reform. |
| Work Team | Maintain effective working relationships to ensure collaboration and constructive communication. |

**External**

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| **Who** | **Why** |
| Minister’s Office, public sector agencies, non-government organisations and other external stakeholders | Develop and maintain effective working relationships to facilitate engagement and input of external stakeholders into policy issues and project work.  |

**Role dimensions**

**Decision making**

The Policy and Project Officer:

* receives advice and support from the line manager, Associate Director Settlement, in close communication with the Senior Policy Officer(s)
* independently manages day to day workload within agreed work and project plans
* takes active ownership of their own work and the work of the team
* decides the content of briefs and other work for review by the supervisor
* decides the content of advice and information provided to agencies and external stakeholders, liaising with the line manager when necessary.

Decisions or recommendations which are referred to a line manager should include:

* any changes to project outcomes or timeframes
* issues with the potential to escalate or create precedent
* matters requiring a higher administrative or financial delegation or submission to a higher level of management.

This role does not have line management responsibilities but may be required from time to time to guide staff assigned to assist with policy and project activities.

**Reporting line**

This role reports to the Associate Director Settlement.

**Direct reports**

Nil

**Budget/Expenditure**

Nil

**Essential requirements**

* Experience in developing and implementing interagency projects, service delivery reforms or strategic initiatives.
* Experience undertaking all aspects of the policy process – research, development, review and evaluation.
* Appropriate tertiary qualifications or equivalent, relevant professional experience and training.
* Agile, resilient and committed to innovation and new approaches.
* Exceptional level of written and verbal communication skills.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check
* Working with Children Check clearance in accordance with the *Child Protection (Working with Children) Act 2012*.

**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
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | 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 | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | Intermediate |
| relationships | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts, knowledge and experience to support recommendations
* Work towards positive and mutually satisfactory outcomes
* Identify and resolve issues in discussion with other staff and stakeholders
* Identify others’ concerns and expectations
* Respond constructively to conflict and disagreements and be open to compromise
* Keep discussions focused on the key issues
 | Intermediate |
| 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 project planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables
* Contribute to developing project documentation and resource estimates
* Contribute to reviews of progress, outcomes and future improvements
* Identify and escalate possible variances from project plans
 | 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.

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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 | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| 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 | Foundational |
| 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 | Foundational |