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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/ Communications/Digital Experience |
| **Location** | TBA |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 232414 |
| **PCAT Code** | 1226891 |
| **Date of Approval** | 11 July 2022  | **Ref: Comm 032** |
| **Agency Website** | www.dcj.nsw.gov.au |

**Agency overview**

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focused on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

This role provides specialist technical product development, management and support services for DCJ websites and intranet. Working within a lean Agile cross discipline environment, this role delivers products in collaboration with a multi-disciplinary team that facilitate the achievement of business outcomes through the use of process and technology.

Key accountabilities

* Manage all stages of technical development, implementation and evaluation of DCJ websites and intranet that achieve documented requirements and contribute to the department achieving its strategic objectives.
* Develop and implement technical specifications, systems design, effective solutions and tools, exploring different approaches to solving problems, to enable effective delivery and enhanced ways of working.
* Support analysis, identification, prioritisation and implementation of technical improvements and efficiencies to maximise value from services, including the potential for automation of processes, determining costs and benefits of new approaches, managing change and assisting implementation where needed.
* Collaborate with internal teams to understand and translate user stories to technical design approaches that ensure the solution is sustainable and consideration is given to user needs and associated interfaces with other systems, so it is fit for purpose and fit for use in accordance with agreed outcomes
* Utilise technical expertise in the requirements analysis phase to ensure the solution is both fit for purpose and fit for use including estimating time and size for tasks to management and key stakeholders to deliver a cost-effective service in a timely manner.
* Design, create and facilitate the execution of automated and manual testing to improve the quality and reduce operational risk of the developed product or service.
* Provide advice on accessibility, usability, web standards and other critical digital publishing and production topics to users and colleagues to enhance knowledge and skills and contribute to effective project management.
* Troubleshoot digital platform issues as they arise, working with cross-functional teams, system vendors to report technical issues and follow through to resolution.

Key challenges

* Managing a high-volume workload for multiple audiences and content owners, in a deadline-driven, high-accountability environment in which priorities, resources and timeframes may change or conflict.
* Engaging with stakeholders throughout the department’s broad portfolio areas to understand the needs and perspectives of stakeholders and provide digital experience services that is customer centric, accessible, creative and effective while meeting objectives of the department and regulatory requirements.
* Adopting flexible and future ways of working through cross functional teams, implementing effective communications and collaboration strategies, processes and recommendations to deliver outcomes that meets stakeholder expectations in alignment with the objectives of the department.
* Keeping up to date with technological development and ensuring that the digital experience and technical development comply with the requirements of the latest Web Content Accessibility Guidelines (WCAG) and with the related legislative requirements such as Government Information Public Access (GIPA) Act, State Records Act. etc.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Product Operations Senior Online Engagement Officer - Digital Development  | * Direction, guidance and support.
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| Digital Experience - Product Operations team Digital Experience - Product Management team | * Collaborate to obtain the work group perspective, share information, and influence direction to meet the Digital Experience team objectives
* Work collaboratively to contribute to achieving the team’s business outcomes
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| Departmental executive and staff | * Advise the department’s divisions and business areas about audience-appropriate and cost-effective digital communications strategy, plans, tactics and evaluation.
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| Communications Branch | * Work collaboratively to ensure clear, consistent, credible, timely and reliable communications activities across communication channels and departmental business areas.
* Align operational activities with the media cycle and provide consistent responses to priority issues.
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| Information and Digital Services | * Respond to requests for assistance in a timely and professional manner.
* Work collaboratively to ensure a cohesive approach to technical development and solution design that meets the department’s strategic communications needs.
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| Other DCJ Divisions/DCJ Districts and Clusters | * Respond to requests for assistance in a timely and professional manner.
* Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
* Agree on timeframes
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| **External** |  |
| Client/Customers | Respond to requests for assistance in a timely and professional manner. |
| Vendors and service providers | Manage briefing, quotation and delivery of communication projects that are provided in whole or part by external parties, in compliance with regulatory frameworks. |

Role dimensions

## Decision making

## The role:

## Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.

## Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.

## Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.

## Ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.

## As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

## Reporting line

This role reports to the Senior Digital Development Officer

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* Strong understanding of the regulatory environment for government digital communications, including security, accessibility (including Web Content Accessibility Guidelines [WCAG AA]), usability, compliance with legislative requirements, brand management and procurement
* Advanced knowledge of contemporary web and digital development standards and languages (e.g. HTML5, JavaScript, CSS, XML, PHP, Java, React, jQuery, HTML5, CSS3, Bootstrap 4, HTL (Sightly)
* Experience with one or more Java concepts and patterns including: Java/J2EE, JSP, Spring, Sling, JMS, JUnit, MVC, Eclipse
* Experience with advanced web and digital product development techniques and frameworks including development of templates, workflows, and design patterns (e.g. Object Oriented CSS and JS)
* Demonstrated experience working on large scale digital products powered by Enterprise Content Management System (CMS) such as Squiz Matrix and/or Adobe Experience Manager
* Knowledge of configuring and working with build tools and source code management systems (e.g. Git, SVN, Maven, Grunt etc)
* Experience working in Agile Scrum teams
* Advanced knowledge of web and mobile accessibility and experience delivering accessible code (including W3C, WAI-ARIA, WCAG)

Essential requirements

Tertiary qualifications in Information and Digital Technology or a related discipline and/or equivalent knowledge, skills and experience.

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

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* 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 |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **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 logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English
* Clearly explain and present ideas and arguments
* Listen to others to gain an understanding and ask appropriate, respectful questions
* Promote the use of inclusive language and assist others to adjust where necessary
* Monitor own and others’ non-verbal cues and adapt where necessary
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * 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
 | Adept |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | Adept |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate
* Monitor compliance with cyber security and the use of technology policies
* Identify ways to maximise the value of available technology to achieve business strategies and outcomes
* Monitor compliance with the organisation’s records, information and knowledge management requirements
 | Adept |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * 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
 | Adept |

**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 is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| 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 | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 | Foundational |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |