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| **Cluster** | Stronger Communities  |
| **Agency**  | Office of the Anti-Slavery Commissioner |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | TBC |
| **ANZSCO Code** | 225113 |
| **PCAT Code** | 2111492 |
| **Date of Approval** | 19 November 2024 | **Ref: ASC 009** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Anti-slavery Commissioner is an independent statutory officer reporting to NSW Parliament, created by the *Modern Slavery Act* 2018 (NSW). The Office of the Anti-Slavery Commissioner (OASC) supports the Commissioner’s efforts to advocate for and promote effective action to combat modern slavery in NSW. This includes a wide range of issues under the legislation - forced marriage, slavery, forced labour, debt bondage, deceptive recruitment, servitude, sexual servitude, certain conduct relating to child abuse materials, trafficking in persons, organ trafficking and other forms of exploitation.

The OASC assists the Commissioner to monitor the effectiveness of legislation and policies to combat and address modern slavery; identify and provide assistance and support to victims of modern slavery; make recommendations and provide information, advice, education and training to prevent and provide remedy for instances of modern slavery; raise community awareness of modern slavery; monitor reporting concerning risks of modern slavery in public procurement; and collaborate with business, civil society and the research sector.

# Primary purpose of the role

Manage and deliver strategic internal and external communications and stakeholder engagement campaigns that support the successful, timely delivery of the Office of the Anti-Slavery Commissioner’s objectives.

Connecting with government, industry and civil society, and the research sector, the position will help build partnerships, audiences, and profile for the Office of the Anti- Slavery Commissioner through communicating with clarity and consistency across the institution, its stakeholders, partners and communities.

# Key accountabilities

* Cultivate and maintain collaborative relationships across, government, industry, community and other stakeholders, including people with lived experience.
* Develop, implement, monitor, and evaluate integrated, impactful, end-to-end strategic communications and stakeholder engagement campaigns and projects catered to internal and external stakeholders.
* Facilitate strategic media and thought leadership opportunities to build reputation and profile.
* Develop risk and issues management matrices and reactive communication materials, keeping relevant groups informed to facilitate timely, insight-led decision making.
* Organise, provide support for, and deliver presentations, community consultation and stakeholder engagement events.
* Draft, edit and publish relevant materials, where appropriate with designers, to create creative collateral across media releases, web and social media, electronic newsletters, reports, including annual reports and internal communications channels to ensure messaging across all channels is consistent and engaging.
* Evaluate and report on outcomes and the effectiveness of events, marketing, and other communications and engagement activities to ensure activities continue to meet audiences’ needs.
* Design, monitor and evaluate all aspects of project implementation, including risk and contingency management, lived experience engagement benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes.

# Key challenges

* Managing the delivery of a complex range of communications initiatives of varying size and complexity, across a wide geographic areas and audiences to ensure they are all delivered on time, on budget and meet the needs of the Commissioner and key stakeholders.
* Understanding the needs and perspectives of diverse stakeholders, including people with lived experience, cultural and linguistically diverse stakeholders, and the Department to craft material and products which are accessible, creative and effective while meeting regulatory and program requirements.
* Providing considered advice and solutions in a high-volume work environment, with competing priorities and deadlines across multiple projects which are often changing and unpredictable.
* Fostering and maintaining strong professional working relationships with key stakeholders to understand and meet their communication requirements and manage their expectations.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Communication and Engagement | * To assist the Manager, Communications and Engagement by providing advice, drafting support and briefings on key and emerging issues.
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| Stakeholders | * Work collaboratively to support planning and delivery of coordinated consistent strategic communications and engagement projects /initiatives.
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| Anti-Slavery team | * Work collaboratively to support planning and delivery of coordinated consistent strategic communications and engagement projects /initiatives
* Share information and provide advice
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| **External** |  |
| Minister’s office | * To assist the Manager, Communications and Engagement to provide advice and briefings on key issues as required.
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| Other government agencies | * To maintain relationships and partnerships with relevant state and federal government departments.
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| External agencies and organisations | * To represent the Office of the Anti-slavery Commissioner in professional and public forums, consult with and provide advice to a wide range of external organisations and community groups.
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| Suppliers and Service Providers; Consultants | * Source services and products; negotiate conditions and costs; manage delivery of agreed products and services
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# Role dimensions

## Decision making

Decisions which are made by the role holder include:

* + Setting work priorities within agreed parameters and approved work and project plans, organising, and managing own workload and allocation of tasks to any staff assisting with projects.
	+ Decides the format, content and tone of reports, briefs and other work and decides the scope, content and format of information provided to key stakeholders, liaising with the Manager/Commissioner when necessary.

## Reporting line

## The role reports to the Manager, Communications and Engagement.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Proven record of achievement in developing and implementing insight-led internal and external communications and stakeholder engagement campaigns to achieve business outcomes.
* Collaborative team player with the ability to work at both strategic and tactical levels in an integrated environment to ensure alignment across owned, earned and paid media channels.
* Demonstrated experience in issues and reputation management.
* Well-developed interpersonal, influencing and negotiation skills and significant experience working with senior stakeholders and executive management.
* A strong commitment to, and understanding of, the principles and practice of diversity of inclusion as they support and effect the engagement of teams, audiences and content creation.

# Essential requirements

* Relevant tertiary education qualifications or equivalent 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 and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | Adept |
| Personal Attributes logo | **Value Diversity and Inclusion**Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders
* Demonstrate cultural sensitivity, and engage with and integrate the views of others
* Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences
* Recognise and adapt to individual abilities, differences and working styles
* Support initiatives that create a safe and equitable workplace and culture in which differences are valued
* Recognise and manage bias in interactions and decision making
 | Adept |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| 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 |
| Results logo | **Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances  | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work
* Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
* Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
* Ensure current work plans and activities support and are consistent with organisational change initiatives
* Evaluate outcomes and adjust future plans accordingly
 | Adept |
| Business Enablers logo | **Project Management** Understand and apply effective planning, coordination and control methods  | * Prepare and review project scope and business cases for projects with multiple interdependencies
* Access key subject-matter experts’ knowledge to inform project plans and directions
* Design and implement effective stakeholder engagement and communications strategies for all project stages
* Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans and minimise impact
* Manage transitions between project stages and ensure that changes are consistent with organisational goals
* Participate in governance processes such as project steering groups
 | 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 | Adept |
| 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 | Adept |
| Results logo |  |  |  |
| 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 | Adept |
| Business Enablers logo |  |  |  |
| 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 | Adept |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |