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| --- | --- |
| **Cluster** | **Stronger Communities** |
| **Executive Agency** | **Multicultural NSW** |
| **Division/Branch/Unit** | **Community and Policy** |
| **Location** | **Parramatta** |
| **Classification/Grade/Band** | **5/6** |
| **Kind of Employment** | **Temporary (up to 30 June 2024)** |
| **ANZSCO Code** | **TBA** |
| **Role Number** | **51001782** |
| **PCAT Code** | **TBA** |
| **Date of Approval** | **July 2021** |
| **Agency Website** | **www.multicultural.nsw.gov.au** |

**AGENCY OVERVIEW**

Multicultural NSW exists to build and maintain a cohesive and harmonious multicultural society that enriches the lives of all people in NSW.

Our work is underpinned by the Multicultural NSW Act 2000, which establishes Multicultural NSW as the lead NSW Government agency for promoting the multicultural principles and resolving issues relating to cultural diversity. Through our strategies, policies, programs and services, we promote the equal rights and responsibilities of all the people of New South Wales where individuals share a commitment to New South Wales and Australia, diversity is regarded as an asset, and English is the common language.

**POSITION CONTEXT**

The Senior Policy 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 to undertake a range of project research, analysis, reporting, implementation and administrative activities to support the development and delivery of projects and programs in line with the Multicultural NSW Strategic Plan.

The role also includes administrative duties to support the work of the NSW Coordinator General for Settlement, incorporating diary management, secretariat support, and coordinating meetings.

To work as a productive, transparent and accountable member of Multicultural NSW, demonstrating a high standard of integrity and ethical behaviour 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 align with our overarching remit to promote and advance our social cohesion and community harmony.

**KEY ACCOUNTABILITIES**

* Provide project and operational support, including monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project plans.
* Update and collate documentation and records regarding relevant issues, policies and practices to support the delivery of projects.
* Undertake research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning.
* Assist the project team to complete tasks and implement project plans to ensure agreed outcomes are achieved.
* Communicate with relevant stakeholders to provide updates regarding project status and implementation.
* Provide a range of secretariat and administrative services, including coordinating meetings and preparing papers, to support project management delivery.

**KEY CHALLENGES**

* Delivering multiple project support activities in line with agreed standards and objectives, given tight deadlines and competing demands and priorities.

**KEY RELATIONSHIPS**

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director, Community and Policy | Ensure work priorities reflect agency’s and divisions strategic priorities. |
| Associate Director, Settlement | This position supervises the Assistant Project Officer position. The Assistant Project Officer will be required to receive and clarify guidance and instructions and report on progress against work plans, and escalate and discuss issues. |
| Work Team | Maintain effective working relationships, support team members and work collaboratively to contribute to achieving team outcomes. |
| Stakeholders | Report to and provide updates on project status  Respond to enquiries  Coordinate meetings and activities |
| **External** |  |
| Public sector agencies, community and private sector organisations, and other external stakeholders | Develop and maintain effective working relationships to facilitate engagement and input of external stakeholders to facilitate optimal engagement and contribution to Settlement policy issues or project-related work. |

# ROLE DIMENSIONS

## Decision making

The decision making required of the position relates to:

* Day to day management of their own work priorities within agreed parameters and approved individual and team work plans
* Providing information and advice to internal and external enquirers on relevant policies and procedures, referring to a supervisor any matters which fall outside of standard guidelines and practice.

Decisions which are referred to a supervisor include:

* Any decision that will substantially alter the outcomes or timeframe of agreed work plans
* Any major conflicts or policy issues that arise in the course of such interaction
* Matters requiring a higher delegated authority such as approval for expenditure and/or travel
* Matters requiring submission to the Director, Chief Executive Officer, Minister’s Office.

## Reporting line

This role reports to the Associate Director Settlement.

## Direct reports

N/A

## Budget

N/A

# ESSENTIAL REQUIREMENTS

* Sound organisational skills, the capacity to undertake and complete several tasks concurrently, maintain attention to detail and meet deadlines.
* Advanced skills and experience in word processing, correspondence tracking, databases, electronic document management systems and financial budgeting systems, spreadsheets, presentation and electronic communication applications including MS Office software.

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 applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](file:///\\VFILERDPC\DPC-Home\BristowD\Documents\Templates\www.psc.nsw.gov.au\capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | Display Resilience and Courage | Intermediate |
| Act with Integrity | Foundational |
| **Manage Self** | **Intermediate** |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Intermediate** |
| Commit to Customer Service | Intermediate |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Foundational |
|  | **Deliver Results** | **Intermediate** |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| Technology | Foundational |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Intermediate** |

## Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**  Manage Self | Intermediate | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth and develop and apply new skills  Seek feedback from colleagues and stakeholders  Maintain own motivation when tasks become difficult |
| **Relationships**  Communicate Effectively | Intermediate | Focus on key points and speak in ‘Plain English’  Clearly explain and present ideas and arguments  Listen to others when they are speaking and ask appropriate, respectful questions  Monitor own and others’ non-verbal cues and adapt where necessary  Prepare written material that is well structured and easy to follow by the intended audience  Communicate routine technical information clearly |
| **Results**  Deliver Results | Intermediate | Complete work tasks to agreed budgets, timeframes and standards  Take the initiative to progress and deliver own and team/unit work  Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals  Seek and apply specialist advice when required |
| **Results**  Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidence  Identify issues that may hinder completion of tasks and find appropriate solutions  Be willing to seek out input from others and share own ideas to achieve best outcomes  Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**  Project Management | Intermediate | Perform basic research and analysis which others will use to inform project directions  Understand project goals, steps to be undertaken and expected outcomes  Prepare accurate documentation to support cost or resource estimates  Participate and contribute to reviews of progress, outcomes and future improvements  Identify and escalate any possible variance from project plans |