Role Description

Senior Engagement and Programs Officer - Aboriginal Outcomes (Identified)

Role Description Fields	Details
Department/Agency	NSW Reconstruction Authority
Division/Branch/Unit	Coordination and Engagement Division / Aboriginal Outcomes
Role number	Various
Classification/Grade/Band	TBC
Senior executive work level standards	Not Applicable
OSCA Code	511112
PCAT Code	1119192
Date of Approval	30 June 2026
Agency Website	https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority

Agency overview

The NSW Reconstruction Authority (RA) is an executive agency within the Premier's Department, established to strengthen the State's capability to anticipate, withstand, and recover from disasters.

The RA plays a central leadership role in shaping how New South Wales prepares for and responds to disruptive events. This includes driving strategic planning and preparedness across government, industry, and communities to reduce disaster risk and minimise impacts before they occur.

In the aftermath of disasters, the RA leads the coordination of recovery and reconstruction efforts, ensuring rapid mobilisation, clear accountability, and alignment across agencies and stakeholders. The Authority works to restore communities efficiently and effectively, while embedding resilience to support faster, more sustainable recovery for New South Wales.

Primary purpose of the role

This role supports the Manager Aboriginal Outcomes to successfully deliver social, economic and cultural outcomes for Aboriginal people and communities within NSW and is responsible for all of Regional delivery which includes rural, remote and discrete Aboriginal Community Engagement. The role is based Regionally and will coordinate the delivery of a range of Aboriginal Outcomes Branch projects with both internal and external stakeholders, to support Aboriginal community contributions and self-determination in preparedness, recovery, mitigation, adaptation and reconstruction following disaster events in NSW.

Key accountabilities

- Coordinate and deliver a range of projects with external stakeholders to address issues and support Aboriginal community, including preparing project plans, identifying and coordinating resources, implementing and following the RA WH&S policy and guidelines, developing and managing budgets, and reporting requirements, with a focus on cultural outcomes.

- Contribute to the RA projects to ensure they adhere to ethical conduct; work health and safety requirements; and promote a culturally safe workplace for the RA staff, Aboriginal community partners and external stakeholders while supporting and advising on the on-going integration of Aboriginal cultural principles, protocols and practices in Regionally based projects and methods as part of partnering with Aboriginal communities on Country
- Contribute to effective Aboriginal community project design and delivery by researching and identifying the specific issues, needs, aspirations and interests of target audiences through timely and culturally appropriate consultation mechanisms and providing expert advice to senior management and staff to guide the development and implementation of effective, high-quality Aboriginal community engagement strategies, initiatives and programs.
- Produce reports, submissions, briefing notes and other project management communication materials including marketing collateral and presentations that clearly explain project outcomes and are effectively engage diverse of technical and non-technical audiences, including community groups.
- Deliver effective project management by developing and submitting high-quality project plans and briefs, setting and managing priorities and resources, monitoring milestones and standards, evaluating project performance, and preparing and presenting timely status reports to ensure delivery within scope, budget and timeframes.
- Build, maintain and collaborate with internal stakeholders and program partners to scope, develop and deliver targeted programs to deliver identified Aboriginal outcomes within required timeframes as well as building and maintaining collaborative networks across Aboriginal communities, government agencies, and key stakeholders to support effective engagement and shared outcomes.
- Provide strategic advice and support on work practices and policy matters impacting the successful delivery of Closing the Gap programs and initiatives for Aboriginal people.
- Lead the design, planning and delivery of projects that support the Resilient Land and Resilient Homes programs for Aboriginal communities.

Key challenges

- Managing multiple stakeholders and projects with varying localised perspectives and connectivity as well as the resolution of complex cultural issues and processes, ensuring all Aboriginal cultural, social and economic participation is maximised in all projects and programs of work.
- Negotiating and influencing culturally responsible practices in a complex program of works where there are competing time, cost and political priorities and developing and growing innovative and new concepts with minimal resources and align to Community identified priorities.
- Working with geographically dispersed internal and external stakeholders and within a team and with project teams comprised of Aboriginal and non-Aboriginal staff to maintain a culturally safe workplace and undertake projects that are culturally safe for Aboriginal people and ensures the RA are known for providing a culturally meaningful, productive, insightful and valued service to its partners and stakeholders.

Key relationships

Internal

Who	Why
Manager Aboriginal Outcomes	• Seek approvals and escalation of issues, keep informed and receive instructions. • Prepare briefings, advice, correspondence for consideration • Provide regular updates on key projects, issues and priorities • Provide strategic advice to facilitate growth in capacity, capability and competence to facilitate Aboriginal outcomes across all RA divisions

Who	Why
Executive Director, Coordination and Engagement	• Provide strategic advice on significant projects • Collate feedback, develop reports, respond within timelines
Team Members	• Share and discuss tasks, project outlines, targets and gather information in managing the requirements of Aboriginal communities and businesses.
Departmental staff	• Collaborate to leverage partnerships and alliances that support project and program outcomes • Support the implementation of the RA Aboriginal Employment and Engagement Plan

External

Who	Why
Project partners	• Develop and maintain relationships • Obtain information and feedback on targets projects and programs
Aboriginal communities	• Develop and maintain relationships • Ensure that communication channels are respectful, mindful of consultation fatigue, and understanding of the issues that affect Aboriginal communities
Stakeholders	• Leverage an extensive network of contacts in NSW public sector agencies, research institutions, Aboriginal communities, the private sector, non-government organisations and other stakeholders to ensure programs are relevant, innovative, address Aboriginal community needs and apply best practice

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by the Manager. It refers to a Managers' 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 and work with some level of autonomy to problem solve and ensure outcomes focussed delivery for Aboriginal communities.

Reporting line

Manager Aboriginal Outcomes, Coordination and Engagement Division

Direct reports

Nil

Budget/Expenditure

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

Key knowledge and experience

- Demonstrated experience working with Aboriginal communities and businesses.
- Demonstrated experience delivering place-based development of community programs and services.
- Demonstrated experience in growing the cultural knowledge and capabilities of an organisation with a focus on authentic and dignified partnerships with Aboriginal stakeholders.
- Experience in, or ability to gain an understanding of Aboriginal procurement practice and policies.
- Understanding of the social and economic issues impacting Aboriginal people and communities in Northern NSW.

Essential requirements

- This is an Identified role under Section 14d of the Anti-Discrimination Act 1977 and as such Aboriginality is an essential requirement of the role. Aboriginal identified positions are developed where Aboriginal identity, cultural knowledge or connections are a genuine aspect of the role. Positions are specifically noted under the provisions of the NSW Anti-discrimination Act (1977) for Aboriginal people who meet the following criteria:
    1. is of Aboriginal and/or Torres Strait Islander descent, and
    2. identifies as an Aboriginal and/or Torres Strait Islander person, and
    3. is accepted as such by the Aboriginal and/or Torres Strait Islander community.
- Current NSW Drivers License
- Willingness to travel (including regional and city-based travel), including willingness to stay overnight in non-established camps in remote areas.

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.

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately • Raise and work through challenging issues and seek alternatives • Respond professionally when under pressure and in challenging situations	Adept

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 your 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 • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate'	Adept
Relationships	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Present with credibility, engage diverse audiences and test whether they understand you • Translate technical and complex information clearly and concisely for different audiences • Create opportunities for others to contribute to discussion and debate • Set an example by promoting information sharing across your organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to share information and communicate with diverse audiences • Leverage insights from people with lived experience to shape communication and engagement strategies • Write clearly, concisely and persuasively in a range of styles and formats	Advanced
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		• Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	
 Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a workplace culture that values collaboration • Communicate with other teams to improve information sharing • Share lessons learned with other teams and business units • Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions • Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services • Consider diverse cultural perspectives to provide insights into collaborative work	Adept
 Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and thoughtful approach and present persuasive counter arguments • Work towards mutually beneficial, win-win outcomes • Show sensitivity and understanding when resolving serious and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Negotiate from a clear position, based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within your organisation and with external stakeholders • Use evidence, including data insights, to create persuasive stories	Advanced
 Results	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Ensure staff understand expected goals and acknowledge staff success in achieving these • Identify the resources people need and ensure goals are achieved within budget and on time • Use business data to evaluate outcomes and inform continuous improvement	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		• Identify priorities that need to change and ensure the way resources are allocated meets new business needs • Ensure you budget for and clearly state the financial impacts of new priorities	
 Results	**Demonstrate Accountability** Be proactive and responsible for your actions, and follow legislation, policy and guidelines	• Assess work outcomes, and identify and share what you learnt to inform future actions • Ensure your own and others' actions focus on achieving organisational goals • Exercise delegations responsibly • Understand and apply high standards of financial probity with public money and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure your own and others' health and safety • Conduct and report on quality control audits • Identify and mitigate risks to achieving goals • Consider data security, ethics and privacy in decision making	Adept
 Business Enablers	**Project Management** Understand and use effective ways to plan, coordinate and control projects	• Understand all components of the project management process, including the need for change management to achieve 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 with stakeholders, including people with lived experience to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take steps to address any problems • 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 identify 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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	**Manage Self**	Be persistent, self-reflect and commit to learning	Intermediate
Personal Attributes	**Value Diversity and Inclusion**	Be inclusive and respect diverse backgrounds, experiences and perspectives	Adept
Results	**Plan and Prioritise**	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	**Think and Solve Problems**	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Business Enablers	**Finance**	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	**Technology**	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
Business Enablers	**Procurement and Contract Management**	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate