

# ROLE DESCRIPTION

## Assistant Policy Officer

<b>Cluster</b>	Stronger Communities	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Strategy Policy & Commissioning / Housing, Homelessness & Disability	
<b>Location</b>	Parramatta	
<b>Classification/Grade/Band</b>	Clerk Grade 5/6	
<b>Role Number</b>	TBA	
<b>ANZSCO Code</b>	224412	
<b>PCAT Code</b>	2119192	
<b>Date of Approval</b>	9 April 2021	<b>Ref: HDD 017</b>
<b>Agency Website</b>	<a href="http://www.dcj.nsw.gov.au">www.dcj.nsw.gov.au</a>	

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

### 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 focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

### Primary purpose of the role

The Assistant Policy Officer undertakes a range of research, analysis and administrative activities to support the formulation of policy advice and recommendations and contribute to the development of policies that support Agency and/or Government commitments.

### Key accountabilities

- Assist the team in the delivery of a range of policy related projects and initiatives to facilitate the timely delivery of policy objectives
- Undertake basic research and analysis in assigned areas and contribute to the preparation of reports to inform decision making and contribute to policy development
- Contribute to the preparation of draft correspondence, papers, and minutes to support the development of policy initiatives
- Provide a range of administrative activities, including coordinating working groups and committees, to support stakeholder engagement as well as policy development and implementation
- Respond to routine policy queries to provide consistent advice and information

## Key challenges

- Delivering multiple policy support activities within agreed standards and objectives, given tight deadlines and competing demands and priorities

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Participate in discussions and decision making</li><li>• Escalate issues, suggest advice and receive instructions</li><li>• Receive guidance and instructions and report on progress against work plans</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Participate in meetings, share information and provide input on issues</li></ul>
Stakeholders	<ul style="list-style-type: none"><li>• Respond to enquiries</li><li>• Coordinate meetings and activities</li><li>• Provide routine policy advice</li></ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"><li>• Respond to enquiries</li><li>• Coordinate meetings and activities</li><li>• Provide routine policy advice</li></ul>

## Role dimensions

### Decision making

The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The occupant of the role will need to consult with the Senior Policy Officer/ Policy Manager on more complex matters.

The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation.

### Reporting line

The role reports to the Senior Policy Officer/ Principal Policy Manager - TBC

### Direct reports

Nil - TBC

### Budget/Expenditure

Nil

## Key knowledge and experience

Experience in a range of administrative activities that support the development of policy initiatives.

## Essential requirements

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](#) 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**.

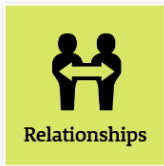


### Focus capabilities

*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
 <p>Personal Attributes</p>	<p><b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Stay motivated when tasks become difficult</li> </ul>	Intermediate
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> </ul>	Intermediate





## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Promote the use of inclusive language and assist others to adjust where necessary</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Write and prepare material that is well structured and easy to follow</li> <li>Communicate routine technical information clearly</li> </ul>	
 <p>Relationships</p>	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>Recognise the importance of customer service and understanding customer needs</li> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services that meet customer requirements</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>Show respect, courtesy and fairness when interacting with customers</li> <li>Recognise that customer service involves both external and internal customers</li> </ul>	Foundational
 <p>Results</p>	<p><b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
 <p>Business Enablers</p>	<p><b>Project Management</b> Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>Contribute to developing project documentation and resource estimates</li> <li>Contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate possible variances from project plans</li> </ul>	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 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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational