Role Description
Team Leader (Compliance)

Cluster	Planning & Environment
Agency	Department of Planning and Environment
Division/Branch/Unit	Planning Services / Resource Assessments / Compliance
Location	Various
Classification/Grade/Band	PO (Professional) 3
Kind of Employment	Ongoing
Role Number	TBC
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	November 2017
Agency Website	www.planning.nsw.gov.au

Agency overview

The Department of Planning & Environment is the lead NSW Government agency in planning for a growing NSW. The Department is going through an exciting period of organisational and operational change.

The Department's vision – Planning for growing NSW: inspiring strong communities, protecting our environment – provides the benchmark for our partnership and leadership approach to engaging and working collaboratively with key State and Local Government, community and industry stakeholders to deliver better outcomes in the areas of planning, local government and the environment.

The Department's two related agencies - the Office of Environment & Heritage and the Office of Local Government - support the conservation and protection of the environment and an effective local government sector in NSW. Several other entities associated with the Department include the Environment Protection Authority, statutory trusts responsible for zoos, parks and gardens, independent assessment and planning bodies, and development corporations.

Primary purpose of the role

The Team Leader (Compliance) leads a team of specialists in the investigation and resolution of complex compliance projects and matters relating to state significant development projects, to ensure assessment approval conditions, environmental management and any regulation breaches are being monitored to fulfil the Department's planning approval obligations.

Key accountabilities

- Lead the day to day activities of a specialist compliance team to deliver the compliance work program.
- Provide expert advice, direction and support to team members to ensure consistent application of policies and procedures.

- Undertake more complex and contentious compliance investigations and projects to ensure outcome delivery within established performance timeframes and client expectations.
- Identify complex, sensitive and emerging issues, and review and propose policy, strategy and outcome focused recommendations to develop effective innovative and sustainable delivery solutions and to progress project deliverables.
- Prepare quality outcome based investigation reports and correspondence to meet investigation performance timeframes.
- Participate in business improvement initiatives including the development and maintenance of team systems, policies and business process to improve operational efficiency and effectiveness.
- Initiate and manage work performed by external contractors and consultants where there is a need to source external expertise, to ensure project requirements are met.
- Complete other duties under direction.

Key challenges

- Manage and resolve a wide range of matters, often of a highly technical nature and with high public profile and political sensitivity, and develop sustainable outcomes while managing diverse stakeholder expectations and conflicting interests.
- Undertake critical analysis and translate technical information into strategic and outcome focused delivery improvement and solutions regarding breaches/concerns.
- Manage work program outcomes, investigation activities and processes, and provide responses in a flexible manner in a complex, demanding environment of competing priorities.

Key relationships

Who	Why
Internal	
Executive Director, Director Compliance	- Receive instructions and provide high level technical advice and recommendations. - Keep informed of project status. - Consult to supervise and guide team members to achieve unit objectives. - Provide support with day to day team operational functions. - Assist to develop, implement, monitor and report on work program. - Assist to maintain strong and effective cross-agency relationships. - Escalate and seek advice for new or emerging issues that may have whole of Department implications. - Participate in meetings to share information and ideas to improve program, service delivery and work outcomes.
Team members	- Provide high level technical advice. - Coach, mentor and provide feedback to improve performance and develop skills
External	
State and Local Government agencies, mining companies, owners/developers,	- Establish and maintain effective relationships and communication networks. - Provide high level technical advice.

Who	Why
private sector, industry and community stakeholders	• Liaise to gain acceptance and understanding of Departmental decisions. • Negotiate to resolve complex, contentious, sensitive or controversial matters. • Engage and obtain input regarding policy development and review.
External contractors and consultants	• Lead effective management and set up of external service provider arrangements. • Set clear performance parameters, monitor delivery of services and resolve issues to improve service outcomes.

Role dimensions

Decision making

The Team Leader:

- provides direction and supervision of team members and approves the work of the team in consultation with the Director Compliance, and Executive Director as required
- is accountable for delivery of outcomes within budgetary and time constraints
- escalates issues to the Director Compliance that have Department or whole of government impact
- operates within legislative and regulatory provisions, strategic and business plans, policies, public sector frameworks, delegations, budget and resource parameters

Reporting line

The Team Leader reports to the Director Compliance.

Direct reports

Team of Senior Compliance and Compliance Officers

Budget/Expenditure

TBC

Essential requirements

- Degree in planning, environmental management, engineering or other relevant discipline
- Detailed knowledge of legislation and policies governing land use planning or environmental impact assessment
- Strong ability to work to tight and / or shifting deadlines

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

Capability summary

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

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	**Adept**
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	**Adept**
	Manage Reform and Change	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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Procurement and Contract Management	Adept	• Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Develop well written, well-structured procurement documentation that clearly sets out the business requirements

Group and Capability	Level	Behavioural Indicators
		• Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective • Be aware of procurement and contract management risks, and what actions are expected to mitigate these • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles • Escalate procurement and contract management issues where required
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcome • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Optimise Business Outcomes	Adept	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes