Role Description
Advisor, Risk

Role Description Fields	Details
Cluster	Customer Service
Department/Agency	Service NSW
Division/Branch/Unit	Various
Classification/Grade/Band	SNSW Grade 7/8
ANZSCO Code	224712
OSCA Code	223433
PCAT Code	1219192
Role Family/Function/Type	Planning, Strategy Compliance & Risk/ Governance & Risk/Risk Analysis
Date of Approval	October 2024
Agency website	www.service.nsw.gov.au

Agency Overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.
Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 7-day-a-week phone service and an expanding network of service centres. We currently partner with over 70 agencies to offer over 1,300 NSW Government transactions.

Primary purpose of the role

Contribute to the delivery of strategic and operational customer focused programs of work in governance and assurance practice areas, risk, compliance, business continuity and audit to minimise exposure and facilitate the capability and cultural uplift in assurance across the agency.

Key accountabilities

- Contribute to and participate in the development and delivery of governance, risk management and assurance programs and customer priorities, to ensure work is delivered to high standards that meet organisational and government requirements.
- Develop, deliver and evaluate a suite of projects, programs and initiatives applying best practice methodologies to support business outcomes within time, budget, policy, quality and project outcome parameters
- Contribute to accurate and relevant strategic plans, policy frameworks, committee papers, briefings, and reports, analysis and recommendations on governance, risk management and assurance activities and initiatives to internal and external stakeholders to minimise exposure, meet industry standards and achieve business outcomes
- Maintain an understanding of customer priorities and challenges and contribute to the translation of them into measurable governance solutions and services to meet customer needs and organisational priorities
- Develop and maintain relationships with customers and stakeholders, influence outcomes, and develop awareness and trust in the team to support optimal service delivery

- Maintain awareness of relevant issues, policy obligations, insights, challenges industry trends and practices and opportunities to recommend innovative solutions that optimise outcomes and contribute to a best practice governance function in line with organisational and government priorities
- Coordinate and implement a range of projects applying sound project management principles and support the project lead/s to effectively deliver on organisational and/or business projects

Key challenges

- Effectively working on simultaneous projects within defined timeframes while meeting daily service delivery priorities
- Being responsive and resilient in a changing environment with competing demands
- Delivering outcomes in an environment of heavy reliance on input and approval from multiple stakeholders

Key relationships

Internal

Who	Why
Manager	• Receive advice and report on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Work team	• Support team members and work collaboratively to achieve business outcomes • Provide advice, reports, data, analysis • Participate in meetings, present information on program/project status • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice
Customers/Stakeholder	• Articulate needs and work collaboratively • Report on and guide the implementation of strategies and projects • Contribute to a customer focused approach to service delivery • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution

External

Who	Why
Customers/Stakeholder	• Develop and maintain effective working relationships and open channels of communication • Engage with, consult, provide and obtain information • Articulate needs, work collaboratively, negotiate, report on and guide effective outcomes
Vendors/Service Providers	• Monitor contracts and provision of service to ensure compliance with contracts and service arrangements

Industry professionals/ Consultants	• Seek/maintain specialist knowledge/advice and collaborate on the implementation of organisation strategies, to keep abreast of best practice • Collaborate with and seek/maintain specialist knowledge/advice • Participate in forums, groups to represent the agency and share information • Participate in discussions regarding innovation and best practice

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their manager. It refers to a managers' decisions that require significant changes to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager, Risk

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Appropriate qualifications and/or relevant industry experience

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
	**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 • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
	**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 • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate

	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
	**Project Management** Understand and apply effective project planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	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 are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept

	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational