

Role Description

Policy Officer



State Records NSW

Role Description Fields	Details
Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	State Records Authority NSW
Role number	TBC
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
OSCA Code	223332
PCAT Code	3511113
Date of Approval	August 2026
Agency Website	State Records NSW NSW Government

Agency overview

State Records Authority NSW (State Records NSW), is a statutory body established under the State Records Act 1998, which was established on 31 December 2022 as the successor agency to the State Archives and Records Authority of NSW. Its vision is to support transparent and accountable government by being an expert, best practice regulator.

State Records NSW assists public offices to meet their recordkeeping obligations under the State Records Act. It is led by an Executive Director.

State Records NSW provides oversight of recordkeeping across the NSW public sector. We support effective and efficient recordkeeping by setting standards, promoting good practice, monitoring recordkeeping practice and compliance, and providing guidance, advice and resources. We use co-regulatory approaches with oversight agencies that have complementary legislative scope and investigative powers and can assist State Records NSW to enforce the requirements of the State Records Act.

Primary purpose of the role

The Policy Officer coordinates and undertakes policy development, providing analysis and advice, to support State Records NSW regulatory oversight, compliance, and strategic recordkeeping initiatives across the NSW public sector.

Key accountabilities

- Undertake research and analysis of legislative, regulatory and recordkeeping issues, reviewing alternatives in relation to policy deliverables, to contribute to the policy process and to inform decision making
- Provide a range of project management and support services, including preparation of discussion papers, briefs and submissions, to contribute to the development and delivery of policy initiatives
- Prepare and review policy advice to ensure alignment with policy directions and regulatory objectives
- Communicate with key stakeholders and coordinate working groups, committee meetings, and stakeholder consultations to support engagement as well as policy development and implementation
- Undertake research and collate information for reporting, monitoring and evaluation purposes to contribute to the achievement of policy outcomes and regulatory objectives
- Maintain effective and efficient administrative processes and systems for providing information that is timely and accurate.

Key challenges

- Managing multiple policy, regulatory and stakeholder priorities while providing accurate and timely advice to support strategic and operational decision-making. Integrating evidence from monitoring activities, self-assessments, oversight bodies, stakeholder feedback and broader public sector developments to generate insights that support evidence-based regulation of recordkeeping across NSW.
- Building productive relationships and achieving positive regulatory outcomes across a diverse range of public sector stakeholders with differing priorities and levels of capability.

Key relationships

Internal

Who	Why
Manager, Regulatory Strategy and Partnerships	• Participate in discussions and decisions regarding policy development • Escalate issues and propose solutions • Receive guidance and provide regular updates on key tasks, issues and priorities
Work Team	• Support team members and work collaboratively to contribute to achieving team outcomes • Provide and receive feedback • Participate in meetings, share information and provide input on issues
Stakeholders	• Respond to enquiries • Develop and maintain effective working relationships and open channels of communication • Report and provide updates on project status

External

Who	Why
Stakeholders	• Respond to enquiries • Develop and maintain effective working relationships and open channels of communication • Report and provide updates on project status

Role dimensions

Decision making

This role

- Has autonomy and makes decisions that are under the Policy Officer's direct control.
- Refers to the manager for decisions that require significant change to policy or project outcomes or timeframes or are likely to escalate or require submission to a higher level of management.
- Has full accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

The role reports to the Manager, Regulatory Strategy and Partnerships.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience analysing regulatory information and developing policy and/or regulatory advice.
- Knowledge of legislation and regulatory frameworks and understanding of government decision-making.
- Experience engaging with regulated entities and co-regulatory agencies.
- Willingness to work across and ability to travel to multiple work locations.

Essential requirements

- Relevant tertiary qualifications or equivalent experience in public policy, political science, social sciences, law or records and information management.

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 and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate
 Personal attributes	Manage self Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept

 Relationships	Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance Adept
 Results	Deliver results Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed Intermediate
 Results	Think and solve problems Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs Intermediate
 Business enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs 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
 Personal attributes	Act with integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to customer service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 Business enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
	Procurement and contract management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational