

# Position Description (Employee)

## Policy Support Officer

<b>Division</b>	<b>City Life</b>
<b>Business Unit</b>	<b>Social City</b>
<b>Grade/Band</b>	<b>Band 4</b>
<b>Date position description approved</b>	<b>5 November 2025</b>

### The City of Sydney

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, demonstrated by our clear, compelling plan for our global city: [Sustainable Sydney 2030 – 2050 Continuing the Vision](#).

Caring for our city, creating a future for all is our purpose. No matter the role we play, caring for our communities, environment, work, and people is our foundation. We're passionate about our city: its venues, facilities, open spaces, and everything we do to make it a great global city. And our people: our commitment to social justice so no one gets left behind.

### Our values

We have 3 values that guide our everyday behaviours and reflect us at our best.

**Make a difference:** We care about our community and strive to be our best every day. We act with integrity in the best interests of our city and colleagues.

**Better together:** We do our best when we listen to the voices of others and work as a team. We celebrate our diversity, finding ways for everyone to belong.

**Embrace possibilities:** We encourage curiosity and are open to new ideas. We challenge ourselves to find the best solutions for our city and our organisation.

### Primary purpose of the position

The City of Sydney works to build socially sustainable communities that support a socially just and inclusive Sydney – a city and community that is also more connected, liveable and engaged. As a member of the Social Policy team, this position has responsibility for supporting the development of social policy, undertaking research, evaluation and preparing policy advice that is consistent with the City's strategic directions. It also provides high level administrative services to the team.

## Key accountabilities

- Conduct research and contribute to data collection and analysis to inform the design, implementation, and evaluation of social policies and programs that address community needs and priorities.
- Work collaboratively with internal teams including Social Policy, Social Programs, and Homelessness team to support the effective delivery of social initiatives, including coordination of consultation activities, workshops, meetings, and events.
- Contribute to the preparation of timely and evidence-based advice, briefings, and information for senior staff and Councillors on emerging social and community issues to support informed decision-making.
- Draft high-quality documentation including reports, agendas, minutes, memos, and correspondence to support the development and evaluation of social policies and programs.
- Provide responsive customer service and administrative support, including handling enquiries from people with disability and older people, ensuring inclusive and respectful engagement.

## Key opportunities

- Contribute to numerous concurrent projects and effectively manage competing priorities in a complex work environment, including some with tight deadlines.
- Build and maintain effective work relationships with numerous internal and external stakeholders and monitor and implement policies and action plans, including reporting on progress and outcomes.
- Maintaining knowledge and understanding of relevant legislative and regulatory frameworks, given this is constantly evolving.

## Key relationship

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Report on progress of policies and programs and contribute to decision making regarding future directions</li><li>• Identify emerging issues / risks, their implication and propose solutions</li></ul>
Social City	<ul style="list-style-type: none"><li>• Contribute effectively to discussions and decisions regarding key projects and deliverables.</li><li>• Provide advice on community development and engagement.</li><li>• Work with relevant teams to ensure effective implementation of social policies and related strategies.</li></ul>

Who	Why
City Life	
People, Performance and Technology	<ul style="list-style-type: none"> <li>• Communicate and liaise to effectively promote policies and strategies to priority groups in the community and to community service providers</li> </ul>
Communications	
City Greening and Leisure	
<b>External</b>	
Funding bodies	<ul style="list-style-type: none"> <li>• Collecting data and coordinating reporting contracts</li> <li>• Provide information and advice to relevant stakeholders about changes in the funding environment and conditions.</li> </ul>
Community service providers including local specialist ageing and disability service providers	<ul style="list-style-type: none"> <li>• Provide information regarding policies and strategies</li> <li>• Develop and deliver sector development activities included knowledge exchange, interagency meetings and local area planning days.</li> </ul>
Community	<ul style="list-style-type: none"> <li>• Responding to queries – and communicating with residents, workers and businesses</li> </ul>
Community members/program participants	<ul style="list-style-type: none"> <li>• Support the engagement of people with disability during the implementation of the City's Inclusion (Disability) Action Plan</li> </ul>

## Key dimensions

### Decision making

The position is accountable for decisions regarding all project operational objectives and for the provision of advice to project team members and relevant stakeholders on day-to-day operational decisions

Actions undertaken by the role are subject to the limitations of Council's corporate policies, procedures and will include; liaison with other businesses and units, external stakeholders and community members; determining work priorities and resolving complex problems.

### Reports to

Manager, Social Policy

## Essential Knowledge, Skills & Experience

- A social science qualification or relevant work experience in policy development, community development and/or program management.
- Demonstrated skills and experience in supporting the development, delivery, and evaluation of social policies and programs through research, data analysis, and documentation.

- Strong interpersonal and customer service skills, with the ability to confidently engage with diverse community members and stakeholders, including people with disability and older people.
- Demonstrated capacity to quickly acquire and apply knowledge of current social and community issues and trends within the City of Sydney Local Government Area.
- Proficiency in Microsoft Office and the ability to learn and apply new systems and processes efficiently, including experience in administrative support such as preparing agendas, minutes, and managing procurement tasks.

## Capabilities for the position

Our capability framework outlines the behaviours, knowledge, and skills you need to work well in this role. Our employee capabilities provide clarity, common language, and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	<b>Display Resilience and Adaptability</b>	<b>Intermediate</b>
Relationships	<b>Work Collaboratively</b>	<b>Adept</b>
	Communicate and Engage Respectfully	Intermediate
	Community and Customer Focus	Adept
	Influence and Negotiate	Foundational
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Foundational
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
Resources	Finance	Intermediate
	Technology and Information	Foundational
	Assets and Tools	Foundational
	<b>Procurement and Contracts</b>	<b>Intermediate</b>

*\*This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

## Focus capabilities

The focus capabilities are those deemed most important for the position, at the time of recruitment. Candidates should have at least a satisfactory level to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Adaptability	Intermediate	<ul style="list-style-type: none"> <li>Adapts quickly to changed priorities and organisational settings</li> <li>Welcomes new ideas and ways of working</li> <li>Stays calm and focused in difficult situations</li> <li>Perseveres through challenges</li> <li>Offers own opinion and raises challenging issues</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Contributes to a culture of respect and understanding in the organisation</li> <li>Creates an atmosphere of trust and mutual respect within the team</li> <li>Builds cooperation and overcomes barriers to sharing across teams/units</li> <li>Relates well to people at all levels and develops respectful working relationships across the organisation</li> <li>Identifies opportunities to work together with other teams/units</li> <li>Acts as a resource for other teams/units on complex or technical matters</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Participates constructively in unit planning and goal setting</li> <li>Helps plan and allocate work tasks in line with team/project objectives</li> <li>Checks progress against schedules</li> <li>Identifies and escalates issues impacting on ability to meet schedules</li> <li>Provides feedback to inform future planning and work schedules</li> </ul>
<b>Resources</b> Procurement and Contracts	Intermediate	<ul style="list-style-type: none"> <li>Helps others understand and comply with basic ordering, receipting and payment processes</li> <li>Contributes to the identification of business requirements, deliverables and expectations of suppliers</li> <li>Provides objective input to evaluation processes for proposals and tenders</li> <li>Works with suppliers and contractors to ensure that goods and services meet time and quality requirements</li> </ul>