

WORK TYPES AND SPECIALTIES (expertise and activities listed under Levels 1 & 2 in upper case are not exclusive of other expertise descriptions an applicant may propose):

1) PERFORMANCE REVIEW	
a) AGENCY REVIEWS Examine agency appropriateness, effectiveness, efficiency and economy, including strategic and operational elements.	
b) PROGRAM REVIEWS Examine program appropriateness, effectiveness, efficiency and economy in single or across multiple agencies.	
c) TARGETED REVIEWS Examine factors leading to an agency not meeting budgetary or performance targets (eg State Plan).	
d) MANAGEMENT REVIEWS Examine agency appropriateness and effectiveness in terms of strategic directions, leadership and structure.	
e) FUNCTIONAL REVIEWS Examine a cross cutting function of government in all or a cluster of agencies such as recruitment, internal audit.	
f) POLICY/STRATEGY REVIEWS Examine the appropriateness of policy setting in an agency or policy cluster.	
g) LEGISLATIVE/REGULATORY REVIEWS Examine the appropriateness of specific legislative or regulatory instruments.	
2) INFRASTRUCTURE & MAJOR PROJECTS	
a) STRATEGY AND PLANNING Financial and investment strategies; urban development; commercial property; public/private partnership strategy; environmentally sustainable development strategy; resource management; project definition, development and packaging.	
b) RISK Risk assessment and management; construction risk; due diligence	
c) MAJOR PROJECT PROCUREMENT AND DELIVERY Planning and process analysis; procurement review; supply chain review; strategic sourcing	
d) CONTRACTING Contract legal and drafting; contract negotiations; contract administration	
e) COMMUNICATION Stakeholder engagement; communication/technical writing	
f) PROJECT MANAGEMENT Project leadership and governance; project assurance;	

3) SERVICE DELIVERY IMPROVEMENT	
a) SERVICE STRATEGY AND PLANNING Customer/market research; service strategy development; service modeling; costing/pricing; demand management; commercialization	
b) SERVICE IMPLEMENTATION Channels and access operation; service support systems; customer relationship management; complaint/compliments systems	
c) SERVICE PERFORMANCE Indicators design; customer satisfaction; continuous improvement	
d) SERVICE EVALUATION Service evaluation; service re-design	
4) ORGANISATIONAL CAPACITY	
a) GOVERNANCE AND REPORTING Program and project performance; performance improvement framework; service level agreements; benchmarking & best practice.	
b) CORPORATE AND BUSINESS STRATEGY Strategic planning and development; corporate and shared services strategy; cultural mapping and profiling; customer service/channel strategy; information management; strategy facilitation and change management; business continuity; disaster recovery; logistics and supply chain strategy	
c) BUSINESS PROCESS IMPROVEMENT Process mapping; business performance management; operational performance management; software application performance management; business process re-engineering	
d) COMMUNICATION Corporate communication; strategic communication; issues management; media and public relations; event management	
e) HUMAN RESOURCES Workforce planning; human resources processes and systems; workplace relations; training and development; knowledge management; employee performance management; climate surveys; occupational health and safety	
f) FINANCIAL MANAGEMENT Transaction management; strategic sourcing/procurement; accounting; taxation advice	
g) ASSET MANAGEMENT AND PROCUREMENT Asset management; strategic sourcing; intellectual property	
h) OFFICE SERVICES Business and administration support systems; records management; correspondence management	
i) AUDIT & ASSURANCE SERVICES Internal Audit, Performance (Operational Audit), Financial Audit, Compliance Audit, General Computer Controls (including Information Systems Security), Probity, Strategic Reviews, Risk Assessment & Review, Fraud Control Review, Corruption Prevention Review, Preparation and conduct Internal Audit Plans & Programs.	
j) INVESTIGATION SERVICES Fraud Investigation, Corruption Investigation, Conduct & Performance Investigation, Grievance (including Discrimination & Harassment) Investigation, Forensic Accounting Forensic IT Investigation, Forensic Financial Investigation.	

5) GENERAL TECHNICAL EXPERTISE	
a) POLICY DEVELOPMENT Research – quantitative/qualitative; policy analysis; stakeholder engagement/management; consultation/facilitation	
b) BUSINESS CASES DEVELOPMENT	
c) CONTRACTS AND CONTRACTING Tender preparation	
d) PROJECT GOVERNANCE AND MANAGEMENT	
e) ISSUES MANAGEMENT	
f) FINANCIAL ANALYSIS Financial modelling; financial benchmarking	
g) ECONOMIC ANALYSIS Resource modelling; value for money; willingness to pay; cost-benefit; benchmarking & best practice assessment; goal, process and outcomes evaluation	
h) BUDGET MANAGEMENT Spend optimisation review & management; critical path assessment	
i) ENVIRONMENT IMPACT ASSESSMENT	