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| --- | --- |
| Cluster | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | CSNSW/ Custodial Corrections / Correctional Centre |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | Various |
| **ANZSCO Code** | 512111 |
| **PCAT Code** | 1127337 |
| **Date of Approval** | 24 August 2018 | **Ref:** CS0191 |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

# Primary purpose of the role

Manage a range of correctional administrative activities (such as sentence administration, inmate classification, financial, procurement, records management etc.) within a correctional operational area, ensuring provision of high-level advice and services to deliver business operations to agreed standards.

# Key accountabilities

* Deliver individually or as part of a work team, high quality and efficient correctional administrative services (such as sentence administration, inmate classification / case management, finance, procurement etc.) to support the achievement of business outcomes.
* Provide advice on financial and procurement activities, and monitor and control the centre's budget (if applicable to the role), ensuring that over-expenditure is avoided and efficiencies achieved; preparing reports and statistics for management’s information as necessary.
* Provide advice and recommendations to senior management on administrative functions, financial practices and procedures (as applicable to the role) to ensure sound decision making.
* Develop and maintain effective systems and processes in line with legislative and policy requirements for the effective operation of the work area ensuring that all information is accurate, stored correctly and accessible.
* Monitor and address enquiries, including those that are escalated, to resolve them in a timely and professional manner.
* Prepare and edit a range of written material on behalf of the business unit for internal and external stakeholders.

# Key challenges

* Balancing competing demands whilst providing quality administrative services in a pressured / high volume and sensitive work environment
* Balancing limited resources to meet competing management / customer needs and expectations and prioritising issues given tight timeframes and quality standards

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| General Manager | * For reporting and guidance and provision of expert advice on administrative and financial matters.
 |
| Staff / Work Team | * For performance management, supervision and provision of advice and gathering information
 |
| Senior Custodial Managers | * For exchanging operational information and for providing advice and services.
 |
| Offender Services & Programs staff | * For exchanging operational information and for providing advice and services.
 |
| Counterparts and peers at other correctional centres | * For exchanging operational information and knowledge in relation to correctional administrative practice
 |
| Clients/customers | * Identify needs, communicate services and resolve issues
 |
| Courts & Tribunal Services | * For seeking clarification on warrants and orders and related matters.
 |
| **External** |  |
| Customers/stakeholders | * Monitor, direct and address enquiries
 |
| Other NSW and Federal government organisations  | * For seeking information on antecedents of inmates and exchanging pertinent information.
 |

# Role dimensions

## Decision making

The role exercises financial delegations, if applicable within the provisions of the Delegations Manual, CSNSW policies and procedures, Public Sector wide policies and procedures and relevant legislation.

## Reporting line

General Manager (or the Centre Business Manager, where that role exists)

## Direct reports

Dependent on the size and complexity of the centre

## Budget/Expenditure

# Nil

# Essential requirements

Current driver’s licence with willingness and ability to drive throughout NSW

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices
* Look for and take advantage of opportunities to learn new skills and develop strengths
* Show commitment to achieving challenging goals
* Examine and reflect on own performance
* Seek and respond positively to constructive feedback and guidance
* Demonstrate and maintain a high level of personal motivation
 | Adept |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Speak at the right pace and volume for diverse audiences
* Allow others time to speak
* Listen and ask questions to check understanding
* Explain things clearly using inclusive language
* Be aware of own body language and facial expressions
* Write in a way that is logical and easy to follow
* Use various communication channels to obtain and share information
 | Foundational  |
| Relationships logo  | **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 |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required
* Complete work tasks within set budgets, timeframes and standards
* Take the initiative to progress and deliver own work and that of the team or unit
* Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
* Identify any barriers to achieving results and resolve these where possible
* Proactively change or adjust plans when needed
 | Intermediate |
| Business Enablers logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
* Understand the impacts of funding allocations on business planning and budgets
* Identify discrepancies or variances in financial and budget reports, and take corrective action
* Know when to seek specialist advice and support and establish the relevant relationships
* Make decisions and prepare business cases, paying due regard to financial considerations
 | Adept |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
* Conduct delegated purchasing activities in line with procedures
* Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements
 | Intermediate |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | 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 is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| 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 logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |