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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Information and Digital Services | |
| **Location** | TBC | |
| **Classification/Grade/Band** | Clerk Grade 7/8 | |
| **Role Number** | TBA | |
| **ANZSCO Code** | 263113 | |
| **PCAT Code** | 1226891 | |
| **Date of Approval** | 18 December 2019 | **Ref:** |
| **Agency Website** | [www.dcj.nsw.gov.au](http://www.dcj.nsw.gov.au) | |

***This role description applies to multiple roles across. 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. 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 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

Identify, analyse and facilitate improvements to business systems, processes and workflows aligned with the overall business requirements and the organisation’s operational plans.

**Key accountabilities**

* Contribute to the design and implementation of tools and processes to identify, analyse and facilitate improvements to business systems, processes and workflows aligned with the overall business unit requirements and the Department’s operational plans.
* Undertake research and analysis of best practice on processes and activities to ensure DCJ internal and external services are delivered efficiently and business outcomes are measured and reported as required.
* Participate in reviews of the business unit’s strategies to enable DCJ to deliver services in a cost effective manner and to position DCJ to meet current and future business requirements.
* Provide proactive and evidence-based advice to the business unit leader and the Director to ensure that business unit matters which impact current business and future decision-making are fully considered.
* Research and prepare advice in the form of briefs, policy and discussion papers to contribute to responses to Ministerial, Cabinet or DCJ requests.
* Liaise and work across DCJ Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
* Work effectively with team members towards mutual continued development and provide feedback to each other on research and analysis undertaken.

## Key challenges

* Building stakeholder understanding of new tools and processes and there significance to improving operations.
* Keeping up-to-date and maintaining in-depth knowledge of economic and financial analysis methods, techniques and tools, relevant IT systems, and application of these in a human services context.

## Key relationships

| Who you’ll work with | Why |
| --- | --- |
| Internal |  |
| Line Manager | * Report directly to Line manager * Seek direction, advice and support * Provide information and feedback |
| Team Members | * Provide information and advice * Provide an effective and valuable two way liaison |
| Other DCJ Divisions | * Liaise to ensure the provision of timely and accurate advice when requested * Develop and maintain effective working relationships * Negotiate/agree on timeframes |
| DCJ Districts and Clusters | * Liaise to ensure consistent engagement with service delivery planning and service providers * Develop and maintain effective working relationships * Negotiate/agree on timeframes |
| **External** | |
| Non-government Organisations | * Engage with service providers |
| Community | * Engage with service providers and client groups |

# Role dimensions

## Decision making

The role:

* Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
* Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
* Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
* Ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.
* As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

Refer to the financial and/or administrative delegations for this role.

## Reporting line

See divisional structure and supplementary material.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

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 applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>.

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

| **Capability Group** | **Capability Name** | **Level** |
| --- | --- | --- |
| Icon of person representing personal attributes | Display Resilience and Courage | Intermediate |
| **Act with Integrity** | **Intermediate** |
| Manage Self | Intermediate |
| **Value Diversity** | **Adept** |
| Icon of two people representing relationships | Communicate Effectively | Intermediate |
| **Commit to Customer Service** | **Adept** |
| **Work Collaboratively** | **Adept** |
| Influence and Negotiate | Foundational |
| Icon of a ticked box representing results | Deliver Results | Foundational |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Intermediate |
| Icon of cogs representing business enablers | Finance | Foundational |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Foundational |
| Project Management | Intermediate |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**  Act with Integrity | Intermediate | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and follow legislation, rules, policies, guidelines and codes of conduct  Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct  Recognise and report misconduct, illegal or inappropriate behaviour  Report and manage apparent conflicts of interest |
| **Personal Attributes**  Value Diversity | Adept | Seek to promote the value of diversity for the organisation  Recognise and adapt to individual differences and working styles  Support initiatives that create an environment in which diversity is valued |
| **Relationships**  Commit to Customer Service | Adept | Take responsibility for delivering high quality customer-focused services  Understand customer perspectives and ensure responsiveness to their needs  Identify customer service needs and implement solutions  Find opportunities to co-operate with internal and external parties to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant stakeholders within the community |
| **Relationships**  Work Collaboratively | Adept | Encourage a culture of recognising the value of collaboration  Build co-operation and overcome barriers to information sharing and communication across teams/units  Share lessons learned across teams/units  Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| **Results**  Think and Solve Problems | Adept | Research and analyse information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options  Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness |
| **Business Enablers**  Technology | Intermediate | Apply computer applications that enable performance of more complex tasks  Apply practical skills in the use of relevant technology  Make effective use of records, information and knowledge management functions and systems  Understand and comply with information and communications security and acceptable use policies  Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |