

# ROLE DESCRIPTION

## Scheduling Officer

<b>Cluster</b>	Stronger Communities	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Corrective Services NSW (CSNSW), Security & Custody	
<b>Location</b>	State-wide – various	
<b>Classification/Grade/Band</b>	Clerk Grade 3/4	
<b>Role Number</b>	Generic	
<b>ANZSCO Code</b>	531111	
<b>PCAT Code</b>	1228492	
<b>Date of Approval</b>	9 May 2023	<b>Ref: CS0087</b>
<b>Agency Website</b>	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.

### Primary purpose of the role

Ensure that the CSNSW's workforce is managed and deployed effectively in accordance with Scheduling Business Rules, procedures, practices, relevant legislation, and awards. Ensure that key stakeholders are supported and informed of information as required, all relevant reporting is actioned and local operational and business requirements are met through the provision of timely and accurate scheduling of rosters and daily operational variations.

Administer work related to staff scheduling, including responding to all scheduling enquiries, in accordance with Departmental protocols and procedures.

### Key accountabilities

- Maintain and display scheduling records in accordance with policies and procedures to ensure effective allocation of staff resources.
- Record requests and produce reports for all types of leave, days off and preferences to meet operational needs.
- Reconcile leave records with system reports and follow-up on leave applications/queries for audit compliance.

- Liaise with other Scheduling Officers regarding rosters and replacement workforce requirements to meet daily and monthly business needs.
- Reconcile pay processing data to ensure accuracy and identify and resolve anomalies.
- Prepare standard financial and workforce utilisation reports for management.
- Ensure that correspondence relating to roster related policies is circulated, recorded, actioned, and retained in accordance with relevant policies and procedures.
- Undertake a range of administrative tasks and provide assistance efficiently within the workplace in accordance with the established time-lines, legislation, policy and procedures.

## Key challenges

- Managing a dynamic set of information whilst working in a high volume environment and meeting tight deadlines whilst balancing the business and individual needs.
- Ensure awareness, including training, of procedural and processing changes when working from a local position.
- Communicating effectively with staff whilst maintaining the continuity of service under a seven-day operation.

## Key relationships

Who	Why
<b>Internal</b>	
General Manager/Managers/Scheduling Partners/Coordinators	<ul style="list-style-type: none"> <li>• For reporting and guidance and provision of expert advice on administrative and financial matters.</li> </ul>
Staff / Work Team	<ul style="list-style-type: none"> <li>• For performance management, supervision and provision of advice and gathering information</li> </ul>
Senior Custodial Managers	<ul style="list-style-type: none"> <li>• For exchanging operational information and for providing advice and services.</li> </ul>
Counterparts and peers at other correctional centres	<ul style="list-style-type: none"> <li>• For exchanging operational information and knowledge in relation to correctional administrative practice</li> </ul>
Clients/customers	<ul style="list-style-type: none"> <li>• Identify needs, communicate services and resolve issues</li> </ul>
<b>External</b>	
Other NSW and Federal government organisations	<ul style="list-style-type: none"> <li>• For seeking information on scheduling processes to exchange information and to keep abreast of current trends.</li> </ul>
Union Representatives	<ul style="list-style-type: none"> <li>• Provide advice to ensure transparency</li> </ul>
Vendor's and Suppliers	<ul style="list-style-type: none"> <li>• Contact to provide and gather information and resolve routine issues</li> </ul>
Customers/stakeholders	<ul style="list-style-type: none"> <li>• Monitor, direct and address enquiries</li> </ul>

## **Role dimensions**

### **Decision making**

The role operates without close supervision, within the specific authorities and / or limitations as per organisational practice or the directions given by the Supervisor / Manager.

The Scheduling Officer within the Operations Scheduling Unit is a point of contact for providing advice, coaching, guidance and support to the field based Scheduling Officers on routine technical and procedural matters. Complex enquiries are referred to higher levels.

### **Reporting line**

The reporting line varies as follows, depending on location:

- Scheduling Officers within correctional centres report directly to either the:
  - Governor
  - Manager of Security
  - Functional Manager Purposeful Day / Rosters (SAS)
  
- Scheduling Officers within the Operations Scheduling Unit report directly to either the:
  - Scheduling Coordinator
  - Supervisor
  
- Scheduling Officers within CESU and SOG report directly to either the:
  - General Manager
  - Manager of Security
  - Senior Assistant Superintendent

### **Direct Reports**

Nil

### **Budget/Expenditure**

Nil

## **Essential requirements**

- Current and valid driving licence and willingness to travel within NSW
- Working weekends, public holidays and shiftwork as required

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

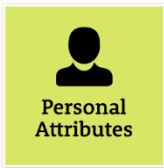
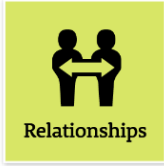
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
 <p>Personal Attributes</p>	<p><b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist others to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> </ul>	Intermediate





## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>• Write and prepare material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul>	
 <p>Relationships</p>	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Focus on providing a positive customer experience</li> <li>• Support a customer-focused culture in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
 <p>Results</p>	<p><b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>• Plan and coordinate allocated activities</li> <li>• Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>• Contribute to the development of team work plans and goal setting</li> <li>• Understand team objectives and how own work relates to achieving these</li> </ul>	Foundational
 <p>Business Enablers</p>	<p><b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational