|  |  |  |
| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | CSNSW / Custodial Corrections / Correctional Centres | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 1/2 | |
| **Role Number** | Various | |
| **ANZSCO Code** | 561999 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 24 August 2018 | **Ref:** **CS0194** |
| **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.

# Primary purpose of the role

Support senior executive or work teams in the provision of correctional administrative processes and activities such as general administration, executive support, finance, procurement, warehousing and stores or records maintenance to support the effective operation of the work area.

# Key accountabilities

* Undertake a variety of correctional administrative activities for and on behalf of the Manager and / or a work team with or without collaboration of relevant stakeholders to ensure activities are completed effectively; records updated, feedback provided and inquiries clarified as required.
* Maintain manual and computerized records pertaining to the work area, accurately and securely ensuring these are accessible.
* Respond efficiently to all inquiries by stakeholders, customers and clients, escalating and referring, if necessary to the relevant areas in accordance with the local practice and protocol.
* Generate routine correspondence with a view to exchanging factual information whilst exercising discretion and judgment at all times, seeking supervisory direction as necessary.
* Participate in the proceedings of meetings and provide executive support and follow up on actions as necessary, whilst keeping all participants and stakeholders informed.

# Key challenges

* Undertaking accurate and consistent work within a high volume and changing environment

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager / Supervisor | * Provide update and clarify instructions |
| Work team | * Work as a collaborative team member |
| Clients/customers | * Respond to queries where possible, or redirect |
| **External** |  |
| Customers/suppliers | * Receive and process goods and services * Respond to queries where possible, or redirect |

# Role dimensions

## Decision making

The role operates under specific directions given by the manager / supervisor and undertakes duties in accordance with the set practices and procedures.

## Reporting line

Manager / Supervisor

## Direct reports

N/A

## Budget/Expenditure

# N/A

# Essential requirements

* Current driver’s licence and preparedness to drive a vehicle in the course of performing the role
* Current forklift licence, when required, and willingness to undertake forklift driving duties

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 | * Be willing to develop and apply new skills * Show commitment to completing assigned work activities * Look for opportunities to learn and develop * Reflect on feedback from colleagues and stakeholders | | | Foundational | |
| Relationships logo | **Work Collaboratively**  Collaborate with others and value their contribution | * Work as a supportive and cooperative team member, sharing information and acknowledging others’ efforts * Respond to others who need clarification or guidance on the job * Step in to help others when workloads are high * Keep the team and supervisor informed of work tasks * Use appropriate approaches, including digital technologies, to share information and collaborate with others | | | Foundational | |
| Results logo | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek clarification when unsure of work tasks * Complete own work tasks under guidance within set budgets, timeframes and standards * Take the initiative to progress own work * Identify resources needed to complete allocated work tasks | | | Foundational | |
| Business Enablers logo | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role * Comply with records, communication and document control policies * Comply with policies on the acceptable use of technology, including cyber security | | | Foundational | |

# 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 | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 logo |  |  |  |
| 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 | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |