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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services / People (Various Areas) | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 7/8 | |
| **Role Number** | Generic | |
| **ANZSCO Code** | 223111 | |
| **PCAT Code** | 1224992 | |
| **Date of Approval** | 18 December 2019 | **Ref: HR 022** |
| **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 focused on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Partner with the business and other areas within Human Resources to deliver best practice services and advice in the relevant area within HR or a range of areas, such as recruitment, legislation, change management, job design, learning and development, WH&S, workforce planning, performance, employee relations, industrial relations and talent management to support the business in achieving their objectives and deliver on major reform and strategic priorities.

# Key accountabilities

* Partner with HR and Business leaders and staff to develop and deliver service and advice and implement fit for purpose HR strategies, programs, tools and innovative best practice solutions that respond to current and future business needs and priorities.
* Maintain a strong sense of professionalism and personal development with an emphasis on quality and client orientated service and delivery of results to ensure optimal service delivery.
* Contribute to and implement a range of HR projects, plans, tools, processes and systems to respond to future challenges and ensure legislative and regulatory compliance and standards.
* Provide high quality information and data and analysis to provide insights and comprehensive reports that contribute to effective decision-making and people management solutions and continuous improvements.
* Contribute to the evaluation of HR strategies, policies, business processes and programs and recommend improvements that contribute to the effectiveness of current and future HR initiatives.
* Research and prepare advice to contribute to responses to Senior Management, Secretary, Ministerial, Cabinet or Business requests.

# Key challenges

* Exercising sound judgement, empathy and discretion when dealing with sensitive and complex human resource management matters.
* Balancing ongoing management of programs and business processes with new initiatives and emerging priorities.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager / Senior Advisor | * Report directly to 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 HR Professionals across Department of Communities and Justice and Stronger Communities Cluster | * Liaise to ensure the provision of timely and accurate advice when requested * Develop and maintain effective working relationships * Negotiate/agree on timeframes |
| Shared Services and Corporate Services | * Liaise to ensure consistent engagement with service delivery planning and service providers * Develop and maintain effective working relationships * Negotiate/agree on timeframes |
| **External** |  |
| Manager / Senior Advisor | * Report directly to manager * Seek direction, advice and support * Provide information and feedback |
| Team Members | * Provide information and advice * Provide an effective and valuable two way liaison |

# Role dimensions

## Decision making

The role carries a high level of autonomy in setting own priorities in alignment with management

Maintain a degree of independence to develop a suitable approach in managing own workload, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.

Determine own actions undertaken, within government and legislative policies, and ensures quality control in the implementation of own workload.

The role 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 internal stakeholders across the Department as well as externally to Ministerial level.

Consult with management on a suitable course of action in matters that are sensitive, high-risk or business-critical and those issues with far reaching implications in respect to resources /quality advice provision.

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

## Reporting line

The role reports to the Manager

## Direct reports

The role has no direct reports

## Budget/Expenditure

# Nil

# Essential requirements

* Qualifications or experience relevant to the area in which the role operates
* Strong commitment to ongoing professional development
* Valid Driver’s Licence and travel may be 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](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 | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way * Support a culture of integrity and professionalism * Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct * Recognise and report misconduct and illegal and inappropriate behaviour * Report and manage apparent conflicts of interest and encourage others to do so | | | Intermediate |
| Relationships logo | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services * Design processes and policies based on the customer’s point of view and needs * Understand and measure what is important to customers * Use data and information to monitor and improve customer service delivery * Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers * Maintain relationships with key customers in area of expertise * Connect and collaborate with relevant customers within the community | | | Adept |
| Relationships logo | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration * Build cooperation and overcome barriers to information sharing and communication across teams and units * Share lessons learned across teams and units * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | | | Adept |
| Results logo | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly * Initiate and develop team goals and plans, and use feedback to inform future planning * Respond proactively to changing circumstances and adjust plans and schedules when necessary * Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals * Accommodate and respond with initiative to changing priorities and operating environments | | | Intermediate |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence * Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience * Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience * Seek contributions and ideas from people with diverse backgrounds and experience * Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness * Identify and share business process improvements to enhance effectiveness | | | Adept |
| Business Enablers logo | **Project Management**  Understand and apply effective planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables * Contribute to developing project documentation and resource estimates * Contribute to reviews of progress, outcomes and future improvements * Identify and escalate possible variances from project plans | | | 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 |
| 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 | Adept |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |

This role also utilises the HR Professionals Capability Set. The capability set is available at [www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/human-resources-capability-set](http://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/human-resources-capability-set)

***Choose the Human Resources Specific capabilities applicable to the specific work area in the table below***

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| --- |
| **Complementary Occupation Specific Capabilities** |

|  |  |  |  |
| --- | --- | --- | --- |
| Human Resources logo | **Capability name** | **Description** | **Level** |
| **Workforce strategy** | Contribute to defining business objectives, create evidence based workforce strategies to achieve outcomes and guide the organisation through the required change. | Level 1 |
| **Organisational design** | Define organisational structures and workforce plans required to support the business in delivering results | Level 1 |
| **Talent Management** | Develop approaches to proactively manage the supply of diverse leaders, talent and capabilities across the organisation | Level 1 |
| **Organisational Culture** | Identify, assess and encourage workplace values and behaviours to foster an engaged, inclusive and high performing workforce | Level 1 |
| **Workforce Relations** | Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements | Level 1 |
| **Workforce Insights** | Establish and maintain workforce management systems, data and analysis to support evidence-based decision making | Level 1 |
| **Employee Services** | Deliver customer focused human resources services to optimise the employment life-cycle experience at an individual and organisational level | Level 1 |