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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services /Information and Digital Services /Information Management  |
| **Location** | Liverpool |
| **Classification/Grade/Band** | Clerk Grade 1/2 |
| **Role Number** | TBC |
| **ANZSCO Code** | 561311 |
| **PCAT Code** | 1125192 |
| **Date of Approval** | 18 December 2019 | **Ref:** **IDS035** |
| **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

To provide records management services to the clients of DCJ which are compliant with legislative requirements to ensure flow and confidentiality of business information.

# Key accountabilities

* Provide a range of routine records storage and maintenance activities to contribute to the efficient and effective operation of the team/unit that support delivery of services to DCJ clients/customers.
* Gather and process business information in accordance with standards and guidelines to ensure flow, accuracy and confidentiality of business information.
* Accurately update date base and hard copy records as required including the recording of file movements.
* Manage and maintain records, both hard and soft copy, in accordance with standards and guidelines, by creating, storing, retrieving and tracking files to ensure accurate and safe storage of information.
* Provide customer service and act as a first point of contact for the business unit and ensure issues are resolved or escalated appropriately.
* Undertake the timely retrieval of files to support the efficient delivery of unit services to DCJ clients/customers.

Key challenges

* Balancing requests for information, multiple work tasks and competing deadlines in an environment with fluctuating demands.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Escalate issues, keep Line manager informed
* Advise and receive instructions
 |
| Work team | * Participate in meetings to share information and provide input on issues
 |
| Clients/Customers | * Respond to queries where possible, or redirect relevant party for view and resolution
* Contribute to client-focused approach to service provision
 |

# Role dimensions

## Decision making

The role:

* Works under supervision to set priorities and approach to workload and outputs as allocated by management.
* Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.

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](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 | * Behave in an honest, ethical and professional way
* Build understanding of ethical behaviour
* Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation
* Speak out against misconduct and illegal and inappropriate behaviour
* Report apparent conflicts of interest
 | 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 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 |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | 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 |
| 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 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 |