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| --- | --- | --- |
| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services / Shared Services and Customer Experience | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 5/6 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 561411 | |
| **PCAT Code** | 1227291 | |
| **Date of Approval** | 13 November 2024 | **Ref: SSCX044** |
| **Agency Website** | www.dcj.nsw.gov.au | |

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Manage the operations of the department mailrooms located in Parramatta and the Sydney CBD. Provide advice and assistance to Communities and Justice divisions/branches management on mail services and standards. Coordinate the receipt, sorting, collection and dispatch of mail/courier and monitors and reviews mail/courier costs. Be the subject matter expert on mail digitilisation.

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# Key accountabilities

1. Apply legislation, standards, directives and policies to achieve best practice mail services management.
2. Supervise and develop staff and ensure the mail areas are adequately resourced in the Justice Precinct and Sydney CBD offices, to meet the Department business needs and efficient and effective service delivery to divisions/branches.
3. Undertake regular audits of the mail services within PJP and between PJP and the CBD Central Offices and ensure continuous improvement of services provided to clients.
4. Manage and ensure security and screening of all mail received and courier items, manage security of the mailroom facilities and ensure that business continuity plans are reviewed and kept up to date.
5. Contract and relationship management with Australia Post and other contracted service providers and couriers.
6. Manage and monitor user access to contracted service provider on-line systems and portals for services such as digital mail and courier bookings.
7. Develop, implement and maintain the mail management procedures for clients.
8. Reconciliation of invoices and payments against goods and services received.

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# Key challenges

1. Managing the range of priorities and responsibilities of the position to ensure all relevant objectives are met within established timeframes.
2. Negotiating unforeseen challenges which require a flexible and innovative approach and sensitivity to client needs.
3. Carefully analysing daily mail costs and figures.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Principal Manager Business Services | * Seek advice, guidance and direction on mailroom management issues, performance of duties and functions, departmental policies and requirements |
| Departmental Managers & Staff | * To identify mail requirements and provide relevant advice |
| Mail Staff | * Provide guidance and effectively manage/supervise and train staff within the Mailrooms |
| **External** |  |
| Australia Post / Courier and other contracted providers | * Manage the account, relationships, and services provided by |

# Role dimensions

## Decision making

The role is responsible for staff and resources and initiates staff development in related and appropriate areas. The role also assesses, and reviews mail services and makes recommendations on the most suitable services and carriers.

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

## Reporting line

## This role reports to the Principal Manager Business Services

## Direct reports

## This role has up to 4 direct reports.

## Budget/Expenditure

# Nil

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# Key knowledge and experience

* Experience in managing a busy mailroom facility in a large enterprise or government context.
* The Mail Services team’s work is performed in an office environment (multi-level building) and requires the ability to operate standard office equipment and keyboards. Must have the ability to lift and carry parcels, packages, and other items, and to walk short distances.  Further information is contained in the supplementary information document.

# Essential requirements

Tertiary qualifications in mail services management or equivalent experience.

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 |
| Results logo | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required * Complete work tasks within set budgets, timeframes and standards * Take the initiative to progress and deliver own work and that of the team or unit * Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals * Identify any barriers to achieving results and resolve these where possible * Proactively change or adjust plans when needed | | | Intermediate |
| Business Enablers logo | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | * Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing * Conduct delegated purchasing activities in line with procedures * Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements | | | Intermediate |
| People Management logo | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks * Look for ways to develop team capability and recognise and develop individual potential * Be constructive and build on strengths by giving timely and actionable feedback * Identify and act on opportunities to provide coaching and mentoring * Recognise performance issues that need to be addressed and work towards resolving issues * Effectively support and manage team members who are working flexibly and in various locations * Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected * Consider feedback on own management style and reflect on potential areas to improve | | | 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 | Foundational |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| 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 | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | 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 | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |