

Role Description

Sentence Administration Officer

Cluster	Justice
Division/Branch/Unit	Corrective Services NSW, Corrections Strategy & Policy, State-wide Administration of Sentences & Orders, Sentence Administration
Location	Various
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	5999999
Role Number	Various
PCAT Code	1119192
Date of Approval	11 April 2018
Agency Website	www.justice.nsw.gov.au

Primary purpose of the role

The Sentence Administration Officer performs administration and records management functions and services that pertain to the detention and release of inmates, either as part of a team or individually.

The role performs core processing work within a Sentence Administration business unit, which may include liaison with external and internal stakeholders, data integrity checking/entry and general administrative tasks.

Key accountabilities

- Undertake, with minimal supervision, individually or as part of a work team, administrative services that relate to sentence administration processes and procedures, in accordance with legislation and policy.
- Ensure enquiries that pertain to inmate detainment are addressed, resolved and/or re-directed for resolution as required.
- Follow administrative systems and processes to ensure that all information relating to inmate detainment is accurately reflected and stored, in accordance with procedures and protocols, and is accessible as required.

Key challenges

- Consistently performing to a high standard in a high volume, busy and complex work environment.
- Maintaining quality, output and ensuring all deadlines are met.

Key relationships

Who	Why
Internal	
Supervisor / Manager	<ul style="list-style-type: none">• Escalate issues and provide updates
Work team	<ul style="list-style-type: none">• Work as a collaborative team member to assist colleagues
Clients/customers	<ul style="list-style-type: none">• Communicate and build effective relationships• Address and/or escalate requests

Role dimensions

Decision making

The role operates with minimal supervision and is expected to make decisions based on their daily workload, however, complex matters should be referred to the Senior Sentence Administration Officer or Team Leader for advice and action.

Reporting line

The role reports to either the Senior Sentence Administration Officer or Team Leader, Sentence Administration

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Current NSW driver's licence, and preparedness to travel to support operational and business unit needs.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Manage Self		
Relationships	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience
Communicate Effectively		

Group and Capability	Level	Behavioural Indicators
Relationships	Intermediate	<ul style="list-style-type: none"> Communicate routine technical information clearly
Commit to Customer Service		<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay 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 Co-operate across work areas to improve outcomes for customers
Results	Foundational	<ul style="list-style-type: none"> 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 Seek clarification when unsure of work tasks
Deliver Results		
Business Enablers	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
Technology		