

ROLE DESCRIPTION

Chief Inspector

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Courts, Tribunals & Service Delivery / Sheriff’s Office	
Location	Various	
Classification/Grade/Band	Chief Inspector	
Role Number	Generic	
ANZSCO Code	599212	
PCAT Code	1119192	
Date of Approval	25 February 2025	Ref: SO 0053
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 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

Responsible for larger centres/hubs within the NSW Sheriff's Office and manages a broad range of activities. The Chief Inspector will have management responsibility for the primary centre and relevant centre/hub satellite courts.

Manage a team and ensure staff are adequately trained and directed to perform their roles efficiently and effectively to meet the operational objectives and strategies of the NSW Sheriff's Office, in accordance with legislative requirements.

Key accountabilities

- Manage, lead and develop staff in the Sheriff's Office Centre, ensuring:
 - Practices and procedures are in accordance with the Business Plan, Public Sector Management guidelines and Departmental instructions.
 - Staff are directed to effectively perform duties in respect of Supreme, District and Local Court and Tribunal matters.

- Training by rotation of Officers within the locations attached to the Centre in consultation with the Regional Commander.
- Provide advice to the Registrar/Regional Commander on matters pertaining to the operation of the Office and individual Officers by preparing various reports and correspondence. This includes facilitating assistance at other locations within the relevant region during periods of resourcing shortfall or for high-risk operational matters.
- Contribute to the review, development and implementation of policies and procedures relating to operation, service delivery and staff development and training activities, to improve or streamline Centre operations and contribute to the resolution of issues identified.
- Ensure the implementation of service and execution process issued out of the Supreme, District and Local Court and Tribunals and, as directed, of the Courts of the Commonwealth and other States under the supervision of the Regional Commander.
- Assist the Regional Commanders with any security plans and risk assessments and arrange security for members of the judiciary, jurors, legal profession, witnesses and general public, with the utilisation & implementation of resources and operational procedures.
- Implement approved business continuity plans. Monitor security equipment and as required, screen all persons entering court buildings by the operation of electronic metal detection equipment and x-ray equipment.
- Assist the Supreme Court and District Court by coordinating jurors, including their empanelling, accommodation and security, and with the efficient and smooth running of the court including the organisation and swearing in of witnesses, the handling of exhibits and ensuring the decorum of the courts to contribute to the efficiency of the legal process.
- Maintain appropriate office and work records including, administering and maintaining databases of various security systems, and motor vehicle running records, work diary, office filing system and accounting system comprising receipt, cash and deposit books.
- Support the Assistant Sheriff – Regional Commander or Senior Assistant Sheriff in the management of day-to-day operations across an operationally complex Region/Command as a Duty Officer, where required. Tasks allocated to a Chief Inspector, in their capacity as a Duty Officer as required, will align with the focus capabilities of this role description. Such tasks may include:
 - Being on-call or on duty to provide urgent operational decision making with regards to an incident or provide operational advice to OICs or 2ICs as required.
 - Liaise with other agencies if required with regards to operational planning for an incident where an OIC, or the Regional Commander, requests assistance.
 - Attend a Hub or Court location following an incident to undertake an After-Action Review or provide supervisory support where required.
 - Assist in the development of rosters or the management of rosters where required.
 - Assist in the resolution of workplace-based issues in conjunction with the Regional Commander or relevant HR business partner.

Key challenges

- Effectively manage and allocate resources in a high volume and, at times, diverse and demanding work environment.
- Advising Officers on sensitive and difficult law enforcement activities and managing responses to escalated client complaints including the development and implementation of a range of solutions.

Key relationships

Who	Why
Internal	
Regional Commander	<ul style="list-style-type: none">• To provide information and advice, and receive direction, support and guidance.
Centre Staff	<ul style="list-style-type: none">• Provide leadership, motivation, support, guidance and advice to all centre staff members.• Provide effective communication and seek staff input into the running of the centre through regular meetings.
Registrars and court staff Judiciary, legal profession	<ul style="list-style-type: none">• Collaborate for effective management of the Centre and provide information relating to security or operational risk.
Other business centres including correctional services	<ul style="list-style-type: none">• Collaborate in providing client services and security.
External	
Key Stakeholders, Clients and Community Members	<ul style="list-style-type: none">• Foster good relationships and to exchange information on issues relating to community service delivery and client needs.• Provide effective customer service.
Police	<ul style="list-style-type: none">• Liaise and consult, to ensure efficient and smooth running of the court.

Role dimensions

Decision making

The role makes independent decisions in relation of day-to-day security and operational requirements of the Centre. Decisions may require consultation with the Regional Commander in relation to difficult or unconventional matters and some may require particular consultation with the Registrar where security matters involve the court directly.

The position holder is expected to act independently of the Regional Commander and will have authority to undertake most activities provided for under broad guidelines.

The Sheriff's Office sets out procedures for many of the Inspector's and Sheriff Officer duties. Tasks may have to be performed according to the Act under which the process has been issued and the position holder will need to become familiar with relevant Acts & Regulations such as Civil Procedures Act 2005, Uniform Civil Procedures 2005, Court Security Act 2005, Jury Act, 1977, Sheriff Act 2005, et al.

Reporting line

The role reports to the Regional Commander.

Direct reports

- Sergeant / Senior Sergeant
- Clerical Officer
- Court Officer/Court Attendant
- Sheriff's Officers

Budget/Expenditure

Nil

Key knowledge and experience

- Good understanding of legal principles and processes and the NSW court system.
- Good understanding and ability to comply with departmental policies and practices such as harassment prevention, EEO, EAPS, Code of Ethical Conduct, Work, Health and Safety, Ethical Work Practices, Disability Awareness and the Aboriginal Cultural Capability Framework.

Essential requirements

- Successful completion of the Sheriff's Officer Recruit Training Program.
- Certificate III in Government to be completed within 12 months of commencement.
- Successful completion of tactical re-certification, and other prescribed training programs mandated in line with Clause 9 of the Crown Employees (Sheriff's Officer) Award 2024 as required.
- Willingness to obtain and complete a Diploma of Leadership and Management or equivalent upon commencement.
- Current NSW Driver's Licence, with a provisional P2 licence as a minimum upon entry to service.
- Current First Aid certificate.
- Meet the required health, physical and psychological requirements in accordance with agency standards.

The role is a sworn Sheriff's Officer for the purposes of the *Sheriff Act 2005*. The role will be required to perform the duties of a Sheriff's Officer as necessary, such as the execution of court orders, and court security duties.

This role is classified as a commissioned officer under s14 of the *Sheriff Act 2005*. This role will be required to work during periods of industrial action to ensure essential court security, jury administration and civil enforcement services are available.

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](#) 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


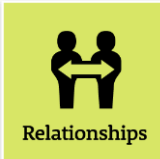
roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




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/set	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change. • Give frank and honest feedback and advice. • Listen when ideas are. • challenged, seek to understand the nature of the comment and respond appropriately. • Raise and work through challenging issues and seek alternatives. • Remain composed and calm under pressure and in challenging situations 	Adept
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so. • Act professionally and support a culture of integrity. • Identify and explain ethical issues and set an example for others to follow. • Ensure that others are aware of and understand the legislation and policy framework within which they operate. • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views. • Share information across teams and units to enable informed decision making. 	Adept

		<ul style="list-style-type: none"> • Write fluently in plain English and in a range of styles and formats. • Use contemporary communication channels to share information, engage and interact 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • 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
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions. • Ensure that own actions and those of others are focused on achieving organisational outcomes. • Exercise delegations responsibly. • Understand and apply high standards of financial probity with public monies and other resources. • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety. • Conduct and report on quality control audits. • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending. • Consider financial implications and value for money in making recommendations and decisions. • Understand how financial decisions impact the overall financial position. • Understand and act on financial audit, reporting and compliance obligations. 	Intermediate






		<ul style="list-style-type: none"> • Display an awareness of financial risk, • reputational risk and exposure, and propose solutions to address these 	
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> • 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
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	<ul style="list-style-type: none"> • Promote change processes and communicate change initiatives across the team or unit. • Accommodate changing priorities and respond flexibly to uncertainty and ambiguity. • Support others in managing uncertainty and change 	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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	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	Adept
 Results	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	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	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational