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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Inspector of Custodial Services | |
| **Division/Branch/Unit** | Inspector Custodial Services | |
| **Location** | Sydney | |
| **Classification/Grade/Band** | Clerk Grade 11/12 | |
| **Role Number** | 51007136 | |
| **ANZSCO Code** | 599599 | |
| **PCAT Code** | 2119192 | |
| **Date of Approval** | 17 June 2022 | **Ref**: **ICS 0010** |
| **Agency Website** | https://www.inspectorcustodial.nsw.gov.au/ | |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Inspector of Custodial Services is appointed to inspect adult correctional facilities and youth justice centres, and reports to Parliament on the findings of these inspections. The Inspector also oversees the Official Visitor programs conducted in correctional facilities and youth justice centres.

# Primary purpose of the role

Oversee the work of Senior Inspection / Research Officers and provide high level authoritative advice and executive support to the Inspector of Custodial Services (ICS) to ensure that functions under the *Inspector of Custodial Services Act 2012* are carried out in a professional and timely manner.

Lead and plan complex and sensitive inspections and reporting of custodial centres and services.

# Key accountabilities

* Provide high level executive support and authoritative advice to the Inspector of Custodial Services to ensure that functions under the *Inspector of Custodial Services Act 2012* are carried out in a professional and timely manner.
* Oversee the inspection and review of announced and unannounced inspections of custodial centres and thematic reviews on aspects of custody and provide advice to the ICS.
* Manage complex inspections and reviews of custodial centres and services.
* Oversee the quality assurance of draft inspection reports prior to being submitted to the ICS.
* Oversee the collection, evaluation and reporting of prisoner and staff surveys to ensure quality data and reveal key insights.
* Develop and implement policy, practices and strategies to improve the quality of inspections, reviews, communication and analysis and evaluation of prisoner and staff surveys.
* Establish and maintain co-operative working relationships with stakeholders including Departmental managers and officers, Minster’s Office and the Ombudsman in supporting the ICS in exercising their functions.
* Assist the ICS in the management and development of staff within the office, including quality assurance of work, providing guidance, support and feedback on performance.

# Key challenges

1. Developing and implementing effective strategies to improve ICS performance
2. Determining priorities within a range of sensitive, contentious and complex issues by providing critical assessment within short timeframes of key reports drafted by ICS
3. Anticipating briefing or submission requirements and liaising at an early stage with those responsible for preparation

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Inspector of Custodial Services | For advice, guidance and direction.  To provide advice, reports and feedback |
| Senior / Research/Inspections Officer | To provide advice, guidance and direction where needed.  To ensure quality of reports and recommendations |
| Management and staff of Corrective Services NSW and Youth Justice NSW | To manage complex inspections and discuss matters relating to inspections/reviews of custodial centres and services. |
| **External** |  |
| Representative/stakeholder groups  Ombudsman | To ensure reporting and reviews under the functions of the Inspector of Custodial Services. |

# Role dimensions

## Decision making

The role has autonomy in assisting the Inspector of Custodial Services in the effective and efficient management of the Office, and the management of activities delegated to this role.

The role makes decisions regarding the management and preparation of draft reports and recommendations for submission to the ICS.

## Reporting line

The role reports directly to the Inspector of Custodial Services.

## Direct reports

Senior Inspection / Research Officers and Inspection and Research Officers

## Budget/Expenditure

Nil

# Key knowledge and experience

* Superior capacity to critically assess and provide constructive feedback on written material in the context of legislative requirements.

# Essential requirements

* Tertiary qualifications in a relevant discipline or equivalent experience.
* Ability to travel at short notice and work from NSW country locations for short periods on an intermittent basis.

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 | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | * Remain composed and calm and act constructively in highly pressured and unpredictable environments * Give frank, honest advice in response to strong contrary views * Accept criticism of own ideas and respond in a thoughtful and considered way * Welcome new challenges and persist in raising and working through novel and difficult issues * Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues | | | Advanced | |
| Personal Attributes logo | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | * Model the highest standards of ethical and professional behaviour and reinforce their use * Represent the organisation in an honest, ethical and professional way and set an example for others to follow * Promote a culture of integrity and professionalism within the organisation and in dealings external to government * Monitor ethical practices, standards and systems and reinforce their use * Act promptly on reported breaches of legislation, policies and guidelines | | | | Advanced | |
| Relationships logo | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate ideas to achieve a consensus * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal and external stakeholders * Anticipate and minimise conflict | | | | Adept | |
| 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 | * Understand all components of the project management process, including the need to consider change management to realise business benefits * Prepare clear project proposals and accurate estimates of required costs and resources * Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements * Identify and evaluate risks associated with the project and develop mitigation strategies * Identify and consult stakeholders to inform the project strategy * Communicate the project’s objectives and its expected benefits * Monitor the completion of project milestones against goals and take necessary action * Evaluate progress and identify improvements to inform future projects | | | | Adept | |
| People Management logo | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes * Adjust performance development processes to meet the diverse abilities and needs of individuals and teams * Develop work plans that consider capability, strengths and opportunities for development * Be aware of the influences of bias when managing team members * Seek feedback on own management capabilities and develop strategies to address any gaps * Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way * Monitor and report on team performance in line with established performance development frameworks | | | | Adept | |

# 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 |  |  |  |
| 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 | Adept |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Advanced |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Advanced |
| Work Collaboratively | Collaborate with others and value their contribution | Advanced |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Advanced |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| 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 | Adept |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Adept |