|  |  |
| --- | --- |
| **Cluster** | Stronger Communities  |
| **Division/Branch/Unit** | Inspector of Custodial Services |
| **Location** | Sydney  |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | 51005630 |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 1 September 2022 |  **REF: ICS 0009** |
| **Agency Website** |  www.inspectorcustodial.nsw.gov.au |

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

**Primary purpose of the role**

Provide executive and organisational support to the Inspector of Custodial Services to enable the effective operation of the Office of the Inspector of Custodial Services (ICS).

**Key accountabilities**

* Manage the operations of the Office of the Inspector of Custodial Services including monitoring the budget expenditure, incoming and outgoing correspondence, financial expenditure and maintain and update administrative practices, systems and procedures with the office to improve efficiency and service delivery.
* Review incoming correspondence, briefings and other written information from stakeholders and staff to meet the quality requirements, deadlines and timeframes of the office.
* Provide secretariat services including preparing agendas, organising agenda content from key stakeholders and staff including taking and drafting minutes and recording and monitoring actions in relation to various meetings.
* Prepare, collate and edit papers, presentation materials and other information to ensure that the Inspector has all the information and collateral required for attendance at and/or management of meetings, parliamentary hearings and presentations.
* Undertake research and provide project support to the Inspector including preparing correspondence, responses, planning documents and reports.
* Attend custodial centres and participate in inspections as required
* Manage the reporting and monitoring framework of the office including statistical analysis for reporting purposes.

**Key challenges**

* Meet set timeframes while providing consistently high levels of support.
* Assessing and identifying critical issues to either resolve or assign them to the most appropriate staff member given the many diverse and competing priorities and demands and the unexpected matters which often arise.
* Developing and maintaining a sound knowledge of operations, current issues and initiatives, priorities and protocols to enable effective management of a wide range of matters with various levels of complexity and urgency.

**Key relationships**

| **Who** | **Why** |
| --- | --- |
| **Internal** |  |
| Inspector of Custodial Services | * Escalate issues, keep informed, advise and receive instructions
 |
| ICS Staff  | * Manage the flow of information, seek clarification and provide advice and responses
* Coordinate urgent requests for information and reports
 |
| **External** |  |
| Stakeholders | * Provide advice and responses to information
* Coordinate urgent requests for information and reports
 |

**Role dimensions**

**Decision making**

This role:

* has a high level of autonomy and is accountable for the delivery of work assignments and projects on time, and to expectations in terms of quality, deliverables and outcomes.
* submits reports, analyses, briefings and other forms of written advice in final form with minimal input required from the executive.

**Reporting line**

This position reports to the Inspector of Custodial Services

**Direct reports**

This position has one direct report

**Budget/Expenditure**

Nil

# Key knowledge and experience

* Experience in research, project management and providing executive support at a senior level.

# 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 | * 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 |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * 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
* Stay motivated when tasks become difficult
 | Intermediate |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts, knowledge and experience to support recommendations
* Work towards positive and mutually satisfactory outcomes
* Identify and resolve issues in discussion with other staff and stakeholders
* Identify others’ concerns and expectations
* Respond constructively to conflict and disagreements and be open to compromise
* Keep discussions focused on the key issues
 | Intermediate |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work
* Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
* Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
* Ensure current work plans and activities support and are consistent with organisational change initiatives
* Evaluate outcomes and adjust future plans accordingly
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables
* Contribute to developing project documentation and resource estimates
* Contribute to reviews of progress, outcomes and future improvements
* Identify and escalate possible variances from project plans
 | Intermediate |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Clarify the work required, and the expected behaviours and outputs
* Clearly communicate team members’ roles and responsibilities
* Contribute to developing team capability and recognise potential in people
* Recognise good performance, and give support and regular constructive feedback linked to development needs
* Identify appropriate learning opportunities for team members
* Create opportunities for all team members to contribute
* Act as a role model for inclusive behaviours and practices
* Recognise performance issues that need to be addressed and seek appropriate advice
 | 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 | 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 |
| 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 | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | 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 | Foundational |
| 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 | Foundational |
| People Management logo |  |  |  |
| 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 |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |