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| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Courts Tribunal and Service Delivery /Strategy Reform and Support/ Digital Customer Experience | |
| **Location** | Sydney Metropolitan | |
| **Classification/Grade/Band** | Clerk Grade 11/12 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 135199 | |
| **PCAT Code** | 3226892 | |
| **Date of Approval** | 9 May 2025 | **Ref: CATS 0244** |
| **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

The Principal UX/UI Designer leads a team of UX and UI Designers to drive all aspects of product design to create customer centric digital solutions that deliver exceptional value to the NSW Courts and Tribunal users. This role will lead end-to-end product design through discovery, framing, concept development, prototyping, and iterative development by collaborating with a team of technical developers, product managers and other subject matter experts.

The role demands strong product instincts, excellent communication skills, technical fluency, genuine customer empathy, humility and an appreciation for lean start-up, agile and user-centred design values, principles and practices.

# Key accountabilities

* Lead a team of specialists to deliver user centric accessible digital experiences for NSW Courts and Tribunals ensuring alignment with Human-Centered Design (HCD) principles, the Digital. NSW design system, technical constraints and brand guidelines that aligns with both customer needs and business requirements.
* Design end to end user experiences through client meetings, briefs, estimates, vendor management, schedule, research, wireframing, journey mapping, workshops, managing UX and UI deliverables for projects/programs, and testing and support.
* Collaborate with stakeholders across the Courts and Tribunals Service Delivery (CTSD) division as a point of contact to provide accessibility and UX/UI consultation for delivering customer centric digital experience.
* Ensure evidence-based rationale and documentation of insights to inform decision making and trade-off between user needs and business expectations.
* Provide team leadership expertise, mentoring and best practice guidance to teams throughout programs and project delivery.
* Contribute to evolution and development of service and product vision to support the development of business cases and investment opportunities.
* Lead and manage the planning and delivery of critical and often complex work packages and provide project management oversight to ensure business requirements and the customer needs are met.
* Collaborate with technical teams to ensure approved UX/UI design assets are implemented according to our design principles with ongoing quality assurance throughout the development.
* Mentor and develop the design team by providing leadership, coaching and best practice guidance to grow team capability, fostering a culture of collaboration and continuous process improvement.

# Key challenges

* Adapt to ambiguity and pivot effectively when project direction shifts unexpectedly.
* Identify and coordinate cross team dependencies and balance competing demands to ensure project objectives are achieved.
* Establish effective teams and foster strong relationships with a wide range of stakeholders to develop trust and secure reliable and accurate information and collaboration.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director | * Provide expert strategic and technical advice to influence decisions regarding ICT initiatives and innovation. * Identification of areas of improvement. |
| Team Members | * Represent work group perspectives, provide advice and share information. * Inspire and motivate team, provide direction and manage performance. * Lead discussions and decisions regarding implementation of innovation and best practice. |
| Customer/ Stakeholders | * Provide strategic advice for business innovation. * Resolve escalations and provide solutions to problems. * Provide guidance and direction as a subject matter expert |
| **External** |  |
| Customers/Stakeholders/Judicial Officers | * Engage in, consult and negotiate the design, development, delivery and evaluation of projects. * Manage expectations and resolve issues. |
| Vendors/Service Providers and Consultants | * Negotiate and approve contracts and service agreements. * Manage contracts and monitor provision of service to ensure compliance with contracts and service agreements. * Contact to provide and gather information and resolve routine issues. |

# Role dimensions

## Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Director/Team Lead.

It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

## Reporting line

## The role reports to the Director, Digital Customer Experience.

## Direct reports

The role has up to 5 direct reports.

## Budget/Expenditure

As per the DCJ Financial Delegations.

# Key knowledge and experience

* Broad experience in conducting business analysis, service design and user experience design.
* Experience in strategic and innovative product development and project management.
* Knowledge and deep understanding of project methodologies, processes and procedures.

# Essential requirements

Relevant tertiary qualifications 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** | |
|  | **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 |
|  | **Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect | Present with credibility, engage diverse audiences and test levels of understanding  Translate technical and complex information clearly and concisely for diverse audiences  Create opportunities for others to contribute to discussion and debate  Contribute to and promote information sharing across the organisation  Manage complex communications that involve understanding and responding to multiple and divergent viewpoints  Explore creative ways to engage diverse audiences and communicate information  Adjust style and approach to optimise outcomes  Write fluently and persuasively in plain English  and in a range of styles and formats | | | Advanced |
| 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 |
| 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 |
|  | **Deliver Results**  Achieve results through the  efficient use of resources and a commitment to quality outcomes | Use own and others’ expertise to achieve  outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are  achieved within set budgets and deadlines  Use business data to evaluate outcomes and  inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | | | Adept |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | Undertake objective, critical analysis to draw  accurate conclusions that recognise and manage contextual issues  Work through issues, weigh up alternatives and identify the most effective solutions in  collaboration with others  Take account of the wider business context  when considering options to resolve issues  Explore a range of possibilities and creative  alternatives to contribute to system, process and business improvements  Implement systems and processes that are underpinned by high quality research and  analysis  Look for opportunities to design innovative  solutions to meet user needs and service  demands  Evaluate the performance and effectiveness of  services, policies and programs against clear  criteria | | | Advanced |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | Champion the use of innovative technologies in  the workplace  Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies  Keep up to date with emerging technologies and technology trends to understand how their  application can support business outcomes  Seek advice from appropriate subject-matter  experts on using technologies to achieve  business strategies and outcomes  Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies | | | Advanced |
|  | **Optimise Business Outcomes**  Manage people and resources effectively to achieve public value | Initiate and develop longer-term goals and plans to guide the work of the team in line with  organisational objectives  Allocate resources to ensure the achievement of business outcomes and contribute to wider  workforce planning  When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences  Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context  Monitor performance against standards and take timely corrective actions  Keep others informed about progress and performance outcomes | | | Adept |
|  | | | | | |
| Occupation specific capability set | | | | | |
|  | **Development and Implementation – User Experience - User Experience Design**  The process of iterative design to enhance user satisfaction by improving the usability and accessibility provided when interacting with a system, product or service. The design of users’ digital and offline tasks, interactions and interfaces to meet usability and accessibility requirements. The refinement of designs in  response to user-centred  evaluation and feedback and  communication of the design to those responsible for design, development and  implementation | Determines the approaches to be used to design and prototype digital and off-line tasks,  interactions and interfaces in line with the usability and accessibility requirements of the system, product or service.  Uses iterative approaches to rapidly incorporate user feedback into designs.  Plans and drives user experience design activities providing expert advice and guidance to support adoption of agreed approaches.  Integrates required visual design and branding  into the user experience design activities | | | **Level 5 - HCEV** |

# 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 |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| 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 logo |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Advanced |
| Results logo |  |  |  |
| 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 | Adept |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Adept |
| Project Management | Understand and apply effective project planning, coordination and control methods | Advanced |
| People Management logo |  |  |  |
| Manage and Develop People | Engage and motivate staff, and develop capability and potential in others | Adept |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |