|  |  |
| --- | --- |
| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Governance and Continuous Improvement, Brush Farm Corrective Services Academy |
| **Location** | Eastwood |
| **Classification/Grade/Band** | General Services Officer Grade 1 |
| **Role Number** | 10201 |
| **ANZSCO Code** | 431999 |
| **PCAT Code** | 1129192 |
| **Date of Approval** | 24 April 2015 | **Ref: CS0590** |
| **Agency Website** | www. correctiveservices.dcj.nsw.gov.au |

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

# Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

# Primary purpose of the role

Provide hospitality services such as vacuuming, replenishing refreshments and cleaning of food preparation areas and accommodation quarters used by participants attending courses or conferences at the Academy.

# Key accountabilities

* Assist with catering for functions, cleaning up afterwards and keeping the general area tidy.
* Assist in food preparation, presentation and distribution in accordance with food safety guidelines.
* Clean and maintain food preparation areas including dusting and cleaning tables and bench-tops; cleaning appliances such as microwaves, fridges and coffee dispensers; replenishing tea, coffee, sugar and milk and defrosting the fridges as necessary.
* Prepare accommodation rooms as needed including vacuuming, dusting, emptying bins, replacing bin liners, washing toilets and shower areas and making up beds.
* Ensure that store supplies such as linen and cleaning supplies are maintained by checking regularly and filling out the stock requisitions as needed; monitor cleaning of linen and ensure timely pick up and return.
* Comply with work health and safety guidelines and procedures, and report any maintenance or safety issues, to ensure the health and safety of customers and staff.

# Key challenges

* Flexibility to meet changing and sometimes demanding schedules while maintaining a high standard of service provision.
* Maintaining a high level of customer service at all times including when dealing with clients who may present challenging behaviours.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Administration and Finance Manager | For leadership and guidance |
| Departmental staff | Provision of catering / cleaning services |
| **External** |  |
| Visitors  | Provision of catering / cleaning services  |

# Role dimensions

## Decision making

The Administration and Finance Manager may set priorities for day to day activities but the house officer will carry out regular, routine work without supervision. The role will seek guidance from the Administration and Finance Manager in relation to the carriage of duties.

## Reporting line

Administration and Finance Manager.

## Direct reports

Nil

## Budget/Expenditure

Nil

# 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 | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Be willing to develop and apply new skills
* Show commitment to completing assigned work activities
* Look for opportunities to learn and develop
* Reflect on feedback from colleagues and stakeholders
 | Foundational  |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Recognise the importance of customer service and understanding customer needs
* Help customers understand the services that are available
* Take responsibility for delivering services that meet customer requirements
* Keep customers informed of progress and seek feedback to ensure their needs are met
* Show respect, courtesy and fairness when interacting with customers
* Recognise that customer service involves both external and internal customers
 | Foundational  |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Ask questions to explore and understand issues and problems
* Find and check information needed to complete own work tasks
* Identify and inform supervisor of issues that may have an impact on completing tasks
* Escalate more complex issues and problems when these are identified
* Share ideas about ways to improve work tasks and solve problems
* Consider user needs when contributing to solutions and improvements
 | Foundational  |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Understand project goals, steps to be undertaken and expected outcomes
* Plan and deliver tasks in line with agreed project milestones and timeframes
* Check progress against agreed milestones and timeframes, and seek help to overcome barriers
* Participate in planning and provide feedback on progress and potential improvements to project processes
 | 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 | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| 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 | Foundational |
| Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| 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 | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |