ROLE DESCRIPTION

Resource Manager

Cluster	Stronger Communities
Department	Department of Communities and Justice
Division/Branch/Unit	Corporate Services/Information and Digital Services
Location	TBA
Classification/Grade/Band	Clerk Grade 9/10
Role Number	TBA
ANZSCO Code	261111
PCAT Code	1226192
Date of Approval	18 December 2019 **Ref: IDS103**
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 under the Stronger Communities Cluster. 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. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Resource Manager ICT is responsible for planning and delivering skilled and capable resources to meet the project and operational needs of the organisation's ICT function.

Key accountabilities

- Define, develop and implement ICT resource planning mechanisms that accurately identify the type and volume skills required, to inform resourcing strategies
- Maintain an up-to-date database of ICT skills to inform and guide resource allocation and investment
- Provide feedback on resources to enable accurate assessment of suitability for future initiatives

Key challenges

- Negotiating the allocation and re-allocation of resources to optimise project delivery

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, advise and receive instructions

Who	Why
Work team	• Support team, work collaboratively to contribute to achieving organisation's business goals • Participate in meetings to obtain the work group perspective and share information
Clients/customers	• Manage expectations, resolve and provide solutions to issues • Negotiate resource allocation and re-allocation • Receive, collate and share information
External	
Contingent labour providers	• Issue resource requirement briefs • Provide performance feedback on engaged contractors • Negotiate rates for services based on preferred supplier agreements

Role dimensions

Decision making

The role has a high level of independence and is expected to make day-to-day decisions relating to work priorities and workload management.

Reporting line

Principal Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Tertiary qualifications in a related discipline or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

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
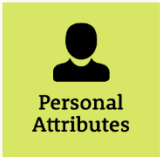
Capabilities for the role

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/sets	**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	• 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
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		• Anticipate and minimise conflict within the organisation and with external stakeholders	
Results	**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
Business Enablers	**Procurement and Contract Management** Understand and apply procurement processes to ensure effective purchasing and contract performance	• Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements	Intermediate

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific

Focus Occupation Specific Capabilities			
SFIA	**Capability name** Capability description	**Capability Set**	**Level**
	Skills & Quality, People Management, Resourcing	• Develops plans to ensure that the organisation has	**Level 5 – RESC**

The overall resource management of the workforce to enable effective operation of the organisation. Provision of advice on any aspect of acquiring resources, including employees, consultants and contractors.	appropriately skilled resources to meet organisational objectives and commitments. Manages the effective implementation of resource planning, recruitment, selection, assessment, on-boarding and transitioning of resources. Advises on standards, methods and tools for resource management. Ensures compliance with relevant statutory or external regulations and codes of good practice. Contributes to the development of resource management policies, standards and guidelines and to audits and assessment of resource management processes.	
Skills & Quality, People Management, Professional Development The facilitation of the professional development of individuals, including initiation, monitoring, review and validation of learning and development plans in line with organisational or business requirements. The counselling of participants in all relevant aspects of their continual professional development. The identification of appropriate learning/development resources. Liaison with internal and external training providers. The evaluation of the benefits of continual professional development activities.	• Maintains skills framework, or information about access to standard frameworks. Advises on required outcomes for learning or development, from knowledge of skills frameworks and organisational development needs. Assists practitioners with the process of creating development plans based on outcome statements. Monitors practitioners' continuing professional development records, ensuring that achievements and enhanced capabilities are recorded and referenced to the outcome statements.	**Level 4 – PDSV**

NSW Government employees can access the ICT set through the Skills Framework for the Information Age Foundation website by registering as a corporate user via their NSW Government email address.

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	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	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	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	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate

Complementary Occupation Specific Capabilities

	Capability name	Description	Level
SFIA	Skills & Quality, Skills Management, Competency Assessment	The assessment of knowledge, skills and behaviours by any means whether formal or informal against frameworks such as SFIA. The evaluation, selection, adoption and adaptation of assessment methods, tools, and techniques based on the context of the assessment and how the results of the assessment are to be used. The evaluation of learning or educational activities against defined skills/competency development outcomes.	Level 4 - LEDA