

## ROLE DESCRIPTION

# Senior Assistant Superintendent – Digital Solutions (OSU)

<b>Cluster</b>	Stronger Communities	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Corrective Services NSW (CSNSW)/ Custodial Corrections / Operations Scheduling Unit	
<b>Location</b>	Operations Scheduling Unit, Silverwater Complex	
<b>Classification/Grade/Band</b>	Senior Assistant Superintendent	
<b>Role Number</b>	TBC	
<b>ANZSCO Code</b>	442111	
<b>PCAT Code</b>	1119192	
<b>Date of Approval</b>	2 February 2024	<b>Ref: CS0591</b>
<b>Agency Website</b>	<a href="http://www.dcj.nsw.gov.au">www.dcj.nsw.gov.au</a>	

*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

This is a specialised position that is responsible for workforce management, coordination and development of the casual workforce and development, implementation and maintaining of scheduling and emerging technologies.

### Key accountabilities

- Manage the OSU SharePoint database including all components of the e-roster portal and provide related customer supports to business units.
- Improve processes and drive business outcome in relation to Microsoft Power Platforms technologies.
- Collaborate with local managers to implement performance management and development for Casual Correctional Officers within the existing performance framework.
- Provide support and advice to key stakeholders including but not limited to the People Branch and Payroll.
- Promote a positive workplace culture to reinforce DCJ values while collaborating with local managers to ensure feedback.

- Report on data and trends around the casual work force with particular focus on attendance, casual utilisation, daily and temporary vacancies, and expenditure.
- Promote a positive workplace culture and reinforce the DCJ values to the casual workforce.

### Key challenges

- Managing competing demands and priorities given the position operates in a high risk legally regulated environment subject to political and public scrutiny.
- Need for provision of high-level customer service provision with limited resources, whilst ensuring optimum security level and safety of employees, inmates, and the community.

### Key relationships

Who	Why
<b>Internal</b>	
Custodial Managers	<ul style="list-style-type: none"> <li>• For reporting and guidance when required to ensure the optimum performance of duties and the safe and secure operation of the centre.</li> <li>• Performance management to ensure performance meets an acceptable standard as well as continuous improvement.</li> <li>• Provide clear and detailed reports to Senior Officers on the completion of shifts as required in regard to daily occurrences to contribute to the continuity of the operation of the area.</li> </ul>
Subordinate custodial and other employees, including Casual Correctional Officers	<ul style="list-style-type: none"> <li>• For providing supervision, leadership and guidance and advice underpinned by Department values</li> </ul>
Other stakeholders	<ul style="list-style-type: none"> <li>• For clarifying and / or resolving issues.</li> </ul>
<b>External</b>	
Stakeholders in other agencies and organisations	<ul style="list-style-type: none"> <li>• For exchanging information relevant to inmates.</li> </ul>

### Decision making

Decisions are made by this role within the framework of Custodial Operations standards and procedures and the Department’s Human Resource and Financial Delegations.

The role may be placed on an on call and/or rotating weekend roster in which the role holder will assume the Officer in Charge responsibilities.

### Reporting line

General Manager OSU

## Direct reports

Varies dependant on the organisational structure

## Budget/Expenditure

Nil

## **Key knowledge and experience**

- Proven experience in creating, developing, and maintaining SharePoint sites and Power Apps for an organisation at commercial level.
- Proven experience in developing SharePoint Power Apps and Power Automate flows.
- Technical knowledge of Power Platform at fundamental level.

## **Essential requirements**

- Current Certificate III in Correctional Practice or appropriate and relevant custodial experience at a senior level
- Driver's Licence with ability and willingness to drive throughout NSW, with overnight stays
- Ability to work with Complex Data sets and efficient in the use of Microsoft Excel as well as other Microsoft products.
- The position may be required to cover other SAS vacancies within OSU or Correctional Centres.

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 behaviors expected at each level.



## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p><b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
 <p>Personal Attributes</p>	<p><b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	information, engage and interact with diverse audiences	Adept
		<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learning's to inform future actions</li> <li>• Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>	Adept
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Champion the use of innovative technologies in the workplace</li> <li>• Actively manage risk to ensure compliance with cyber security</li> </ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>and acceptable use of technology policies</p> <ul style="list-style-type: none"> <li>• Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes</li> <li>• Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes</li> <li>• Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies</li> </ul>	
 <p>People Management</p>	<p><b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> <li>• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Look for ways to develop team capability and recognise and develop individual potential</li> <li>• Be constructive and build on strengths by giving timely and actionable feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolving issues</li> <li>• Effectively support and manage team members who are working flexibly and in various locations</li> <li>• Create a safe environment where team members' diverse backgrounds and cultures are considered and respected</li> <li>• Consider feedback on own management style and reflect on potential areas to improve</li> </ul>	Intermediate
 <p>People Management</p>	<p><b>Optimise Business Outcomes</b> Manage people and resources effectively to achieve public value</p>	<ul style="list-style-type: none"> <li>• Engage in strategic and operational workforce planning that effectively uses organisational resources to achieve business goals</li> </ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
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- Resolve any barriers to recruiting and retaining people of diverse cultures, backgrounds and experiences
- Encourage team members to take calculated risks to support innovation and improvement
- Align systems and processes to encourage improved performance and outcomes

### 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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate

## COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Adept
 People Management	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