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| --- | --- |
| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Community Corrections/Operations Support Office |
| **Location** | Metropolitan and Regional  |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | Various |
| **ANZSCO Code** | 221111 |
| **PCAT Code** | 1223192 |
| **Date of Approval** | 31 January 2019 | **Ref: CS 0240** |
| **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 transactional financial, procurement and administration services to deliver Operation Support Office business to agreed standards.

# Key accountabilities

* Deliver individually or as part of a work team, quality finance, procurement and administration services in accordance with legislation, policy and practice.
* Produce relevant procurement reports such as the Outstanding and the Mismatch Reports. Provide assistance to operational admin support office staff to resolve discrepancies in a timely and accurate manner.
* Review transactions and reconcile financial accounts, follow up any inconsistencies and take action to notify of and correct any errors or anomalies by the creation of corrective journals as necessary.
* Undertake petty cash, bank deposits, purchase card and other reconciliations to ensure these activities are complete, accurate and up to date.
* Provide payroll and excess leave reports to managers. Collate and action with corrective journals as necessary.
* Co-ordinate and assist in the yearly FBT and stocktake returns to meet reporting requirements and ensure all records are maintained.
* Maintain and update administrative and record management systems to ensure easily accessible and accurate storage to meet information needs and enable the timely resolution of enquiries.
* Provide assistance to the Manager, Finance and Administration and undertake additional work activities under the direction of the Business Manager to support team and Office priorities.

# Key challenges

* Meeting deadlines and timelines given competing priorities and demands
* Working with minimal supervision.
* Accurate and high level of performance in all work areas.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Finance and Administration | * Receive instructions and guidance
* Provide information and updates
* Escalate issues
 |
| Work team | * Participate in team meetings and share information
 |
| Client stakeholders | * Provide services and information
* Respond to enquiries
 |
| **External** |  |
| Justice Departments | * Seek and exchange information
 |
| External Providers | * Liaise to exchange information
 |

# Role dimensions

## Decision making

## The role operates within NSW public sector and CSNSW policies, procedures and delegations, and within guidelines set by the Manager, Finance and Administration.

The role has autonomy to determine daily priorities within agreed work plan.

## The role escalates significant or complex issues to the Team Leader Finance and Administration

for advice and resolution.

## Reporting line

## Team Leader Finance and Administration

## 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 | **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 and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | Adept |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | Intermediate |
| Results logo | **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 |
| Business Enablers logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending
* Consider financial implications and value for money in making recommendations and decisions
* Understand how financial decisions impact the overall financial position
* Understand and act on financial audit, reporting and compliance obligations
* Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these
 | Intermediate |

# 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 |
| 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 | Foundational |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| 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 |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| 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 | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |