

ROLE DESCRIPTION

Business Support Officer (S&I)

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corrective Services NSW (CSNSW) Security and Intelligence/ Corrections Intelligence Group	
Location	Silverwater	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	18939	
ANZSCO Code	591112	
PCAT Code	1119192	
Date of Approval	19 July 2021	Ref: CS 0231
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. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

Primary purpose of the role

Provide high-level administrative support to the General Manager, Corrections Intelligence Group. Develop and implement efficient and effective work practices and procedures to enhance the support services provided to the Corrections Intelligence Group.

Key accountabilities

- Provide high-level administrative support and high quality client service in a professional manner to support the Corrections Intelligence Group (CIG) core objectives.
- Recommend, implement and maintain effective administrative systems and procedures to improve the efficiency and effectiveness of administrative processes and practices.
- Support the successful operations of the Office of the General Manager Corrections Intelligence Group by answering inquiries in a professional and responsive manner, and responding to confidential matters with initiative, discretion and sensitivity.

- Manage correspondence, CIG records, systems and databases, to ensure that all information is accurate, stored correctly and accessible.
- Undertake a range of administrative and business services, including diary management and meeting support, preparation of routine correspondence and submissions, human resource process support, in compliance with relevant legislation, policies and procedures.
- Gather and collate information to assist with the preparation of reports regarding business activities to meet the CIG strategic information needs and requirements.
- Undertake analysis, research and projects as directed by the Manager to support the delivery of business initiatives.
- Maintain strong working relationships with internal and external stakeholders to support business objective and outcomes.

Key challenges

- Building and maintaining effective working relationships both within and outside CSNSW
- Balancing competing demands and priorities in a time critical and sensitive environment whilst meeting project timeframes
- Responding to Custodial Director needs using initiative and judgment, exercise discretion and maintain confidentiality when handling sensitive issues or matters with significant implications
- Managing work activities in a timely manner to provide a quality service and meet a number of concurrent day to day and cyclic issues in a high pressure and high volume work environment of competing stakeholder demands and changing work priorities.

Key relationships

Who	Why
Internal	
General Manager	For reporting, advising, consulting and receiving direction
Senior CSNSW Managers	<ul style="list-style-type: none"> • Exchange operational information and provide advice and services
All stakeholders in Custodial and Community Corrections	<ul style="list-style-type: none"> • Provision of advice and gathering information • Respond to enquiries • For coordinating intelligence data and reports to assist in offender management decision making processes •
Internal Stakeholders	<ul style="list-style-type: none"> • Exchange information and knowledge in relation to correctional administrative practice
Clients/customers	<ul style="list-style-type: none"> • Identify needs, communicate services and resolve issues
External	
Other NSW and Federal government organisations	<ul style="list-style-type: none"> • Liaise to stay informed of current trends • For exchanging intelligence information in relation to inmates
Customers/stakeholders	<ul style="list-style-type: none"> • Monitor, direct and address enquiries

Who

Why

- Maintain network of both internal and external engagement

Role dimensions

Decision making

The role has considerable autonomy in the day-to-day delivery of administrative support services within the constraints of policies, procedures, guidelines, directives and deadlines.

The role holder uses their judgement when answering routine enquiries.

Reporting line

General Manager

Direct reports

Nil

Budget/Expenditure

N/a

Essential requirements

- Current Driver Licence with ability and willingness to drive throughout NSW.
- Australian Citizen
- Obtain National Security Clearance

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> 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	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> 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	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats 	Adept

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Results</p>	<p>Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required 	Intermediate
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	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	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Intermediate