ROLE DESCRIPTION

Intelligence Analyst Officer

Cluster	Justice
Division/Branch/Unit	Corrective Services NSW / Corrections Intelligence Group
Location	Silverwater
Classification/Grade/Band	Clerk 5/6
ANZSCO Code	224411
Role Number	Various
PCAT Code	1119192
Date of Approval	11 June 2019 **REF: CS 0037**
Agency Website	www.justice.nsw.gov.au

Primary purpose of the role

The role of an Intelligence Analyst Officer is to undertake analysis on information, intelligence holdings, data and incidents with a view to identify security threats and safety risks for offenders both in custody and under community supervision.

Key accountabilities

- Collect, collate and analyse intelligence information from various internal and external sources (such as daily synopsis or e-mail alerts) and review to assess matters of interest, (e.g., serious acts of violence, use of contraband mobile phones or any information of intelligence value), and either coordinate preliminary action following set procedures or alert the appropriate senior management for further action elsewhere within CSNSW.
- Prepare comprehensive and timely intelligence reports and briefing notes to assist in decision making.
- Deliver individually or as part of a work team, high quality customer service to support the achievement of business unit outcomes.
- Ensure business activities are completed in line with legislative and policy requirements for the effective operation of the Corrections Intelligence Group and that all information is accurate, stored correctly and accessible only by authorised personnel.
- Develop and maintain effective liaison with internal and external intelligence personnel in relation to the exchange of information.
- Maintain strict confidentiality and integrity over sensitive information.

Key challenges

- Balance competing demands whilst providing quality administrative services in a pressured / high volume and sensitive work environment.
- Meet competing management / customer needs and expectations. Prioritise work requirements with short timeframes and quality standards.
- Manage the personal impact of exposure to material in the course of duties which can be of a sexual, graphic and violent nature and may be confronting.

Key relationships

Who	Why
Internal	
General Manager	• For reporting and guidance and provision of expert advice on all information and intelligence
Manager of Security	• For operational management, leadership, direction and staff performance management.
Senior Custodial Managers	• Provide key decision support material to department stakeholders with regard to tactical, operational, and strategic operational matters.
Staff / Work Team	• For performance management
Counterparts and peers at other correctional centres	• Provide relevant information to all departmental areas for the purpose of promoting safety and security
Clients/customers	• Communicate services and resolve issues
Courts and other judicial agencies	• For exchanging information in relation to inmates
External	
Customers/stakeholders	• The provision of timely intelligence services to staff in custodial and community corrections divisions.
Other NSW and Federal government organisations	• Liaise between Corrections Intelligence Group and relevant law enforcement agencies.

Role dimensions

Decision making

- The incumbent is responsible for gathering data, use of initiative, sound analysis, dissemination and storage of information.
- Matters beyond the expertise of the position holder or those that may have an adverse effect on the Department are to be escalated to senior management or other stakeholders for urgent and appropriate action.

The role ultimately reports to the Manager of Security but has reporting lines directly through the Senior Intelligence Analyst Clerk Grade 7/8, Assistant Superintendent, Intelligence Manager Clerk Grade 9/10 and Senior Assistant Superintendent.

Direct reports

Intelligence Support Officers Clerk Grade 3/4 and Correctional Officers.

Budget/Expenditure

Nil

Essential requirements

- Possess a current drivers licence and willingness and ability to drive in the course of duties throughout NSW.
- Be an Australian Citizen.
- Obtain National Security Clearance within 6 months.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
Results	Deliver Results	Foundational
	Plan and Prioritise	**Foundational**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
	Manage and Develop People	**Foundational**
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Plan and Prioritise	Foundational	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Foundational	• Clarify work required, expected behaviours and outputs • Contribute to developing team capability and recognise potential in people • Give support and regular constructive feedback that is linked to development needs • Identify appropriate learning opportunities for team members • Recognise performance issues that need to be addressed and seek appropriate advice