ROLE DESCRIPTION

Intelligence Support Officer

Cluster	Justice
Division/Branch/Unit	Corrective Services NSW (CSNSW), Corrections Intelligence Group
Location	various
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	224411
Role Number	Various
PCAT Code	1119192
Date of Approval	11 June 2019 **REF: CS 0102**
Agency Website	www.justice.nsw.gov.au

Primary purpose of the role

The Intelligence Support Officer undertakes a range of intelligence based administrative / clerical services to support stakeholders involved in the management of offenders in custody and under community corrections supervision.

Key accountabilities

- Undertake, with minimal supervision, individually or as part of a work team, administrative / clerical services, such as offender administration, records management, meeting and clerical support to various teams within the Corrections Intelligence Group.
- Create, compile and distribute various intelligence documents for effective operation of the work area in accordance with legislation, policy and practice to key stakeholders.
- Act as a point of contact in relation to the activity being undertaken, to ensure enquiries are addressed, resolved and/or re-directed for resolution.
- Follow administrative systems and processes to ensure that all information is accurate, stored correctly and accessible only by authorised personnel in line with legislative and policy requirements.
- Maintain strict confidentiality and integrity over sensitive information.

Key challenges

- Consistently perform to a high standard in a high volume, complex 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, 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	• Work as a collaborative team member
Colleagues / Stakeholders in Custodial and Community Corrections Divisions	• Provide relevant and timely intelligence services and information for the purpose of promoting safety and security.
Clients/customers	• Communicate and build effective relationships • Address and/or escalate requests
Courts and other judicial agencies	• For exchanging information in relation to offenders
External	
Other NSW and Federal Government Organisations	• Liaise between Corrections Intelligence Group and relevant Law Enforcement Agencies.

Role dimensions

Decision making

The role operates without close supervision, within the specific authorities and / or limitations as per organisational practice or the directions given by the Supervisor / Manager.

Reporting line

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

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current driver's licence and preparedness to drive a vehicle in the course of performing the role.
- 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 http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework

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	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
People Management	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Business Outcomes	N/A
	Manage Reform and Change	N/A

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 Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology