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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services / People / Talent Acquisition | |
| **Location** | Parramatta and Liverpool | |
| **Classification/Grade/Band** | Clerk Grade 5/6 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 223112 | |
| **PCAT Code** | 2224292 | |
| **Date of Approval** | 18 December 2019 | **Ref: HR 006** |
| **Agency Website** | www.dcj.nsw.gov.au | |

**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

Deliver the end to end responsibility for identifying, attracting and on-boarding talent to efficiently and effectively meet changing organisational needs. This role will provide advice and consultation to key stakeholders both internal and external to DCJ in regards to talent acquisition services.

# Key accountabilities

* Provide advice to managers and leaders on fit-for-purpose talent management strategies to close capability gaps, support informed selection choices, and align with the organisation's employee value proposition.
* Assist in identifying, designing and developing talent resourcing activities, including; attraction, selection, assessment and career transition ensuring compliance with relevant NSW Public Sector recruitment policies, practices and statutory requirements.
* Manage candidate relationships ensuring positive experiences for all candidates and maintaining the relationship with talent pool candidates.
* Recommend and customise recruitment and assessment processes to enable manager to make informed selections in line with business planning and capability requirements.
* Partner with HR Business Partners, Executives and Senior Managers to provide expert advice for positions within DCJ and ensure outcomes are delivered on time, within budget and to required KPI’s
* Monitor and seek feedback from key stakeholders to continuously improve the implementation of attraction, recruitment and on boarding practices within DCJ providing training where required

# Key challenges

* Delivering talent acquisition services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
* Maintaining current knowledge of public sector and internal policy, procedures and legislation that impact on the delivery of talent acquisition services.
* Engaging the business in accepting their role in timely, transparent and fair recruitment and selection activity, workforce planning and career transitions practices on a consistent basis.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Talent Acquisition Manager | * Support the Talent Acquisition Business Partner and/or Manager in the delivery of recruitment and staff selection policies, procedures and operations. * Engage and collaborate to develop solutions to resourcing issues; provide advice on talent management practices and influence the application of new approaches to recruitment. * Provide support in the delivery of recruitment and staff selection policies, procedures and operations. |
| Senior Advisor Talent Acquisition | * Provide support in the delivery of recruitment and staff selection policies, procedures and operations. * Contribute to broader unit issues within DCJ. * Escalate issues, keep informed, advise, receive guidance and instructions on matters relating to recruitment policies and procedures. |
| Talent Acquisition Team | * Maintain effective working relationships and work collaboratively within and across teams to provide high service delivery and support across the team in time of high work volume. |
| Hiring Manager | * Support Hiring Manager in the operational recruitment function to ensure effective and efficient recruitment process |
| **External** |  |
| Applicants and service providers | * Develop and maintain effective working relationships to assist in the delivery and coordination of recruitment activity. * Consult and advise on specific recruitment requirements, follow up on progress of recruitment action and exchange information. |

# Role dimensions

## Decision making

The role prioritises their own work within agreed timeframes and uses their own initiative to follow up with management on the progress of outstanding talent acquisition actions.

## Reporting line

The role reports to the Senior Talent Acquisition Advisor

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience of recruitment and selection and understanding of recruitment processes and procedures with a sound working knowledge of fundamental recruitment legislation and best practice
* Demonstrated working experience and skills with HR Systems and/or Recruitment management systems

# 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 | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices * Look for and take advantage of opportunities to learn new skills and develop strengths * Show commitment to achieving challenging goals * Examine and reflect on own performance * Seek and respond positively to constructive feedback and guidance * Demonstrate and maintain a high level of personal motivation | | | Adept |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences * Clearly explain complex concepts and arguments to individuals and groups * Create opportunities for others to be heard, listen attentively and encourage them to express their views * Share information across teams and units to enable informed decision making * Write fluently in plain English and in a range of styles and formats * Use contemporary communication channels to share information, engage and interact with diverse audiences | | | Adept |
| Relationships logo | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services * Design processes and policies based on the customer’s point of view and needs * Understand and measure what is important to customers * Use data and information to monitor and improve customer service delivery * Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers * Maintain relationships with key customers in area of expertise * Connect and collaborate with relevant customers within the community | | | Adept |
| Results logo | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * 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 |
| Business Enablers logo | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate * Monitor compliance with cyber security and the use of technology policies * Identify ways to maximise the value of available technology to achieve business strategies and outcomes * Monitor compliance with the organisation’s records, information and knowledge management requirements | | | Adept |

# 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 |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | 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 |  |  |  |
| 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 | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |