

# ROLE DESCRIPTION

## Manager Governance and Compliance

<b>Cluster</b>	Stronger Communities	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Corrective Services NSW, Work & Education	
<b>Location</b>	Francis Greenway Correctional Complex	
<b>Classification/Grade/Band</b>	Clerk Grade 9/10	
<b>Role Number</b>	TBA	
<b>ANZSCO Code</b>	511112	
<b>PCAT Code</b>	1129192	
<b>Date of Approval</b>	29 October 2024	<b>Ref: CS0709</b>
<b>Agency Website</b>	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 in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

### Primary purpose of the role

Provide high level advice and analysis on all matters relating to Work and Educations (W&E) operations, policies and procedures, lead / co-ordinate the development of high-level reports, submissions and briefing notes required by internal and external stakeholders within tight deadlines.

### Key accountabilities

- Identify, manage and mitigate governance and compliance risks to enable W&E to meet its obligations and maximise business outcomes.
- Monitor governance reporting systems and liaise with governance related business units to ensure compliance in relation to legislation, procedures, delegations and reporting requirements.
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management, to ensure governance and compliance deliverables are met.
- Provide advice and information to stakeholders on emerging governance and compliance issues to support development and delivery in line with established plans, budgets, timeframes, and policy objectives, other governance and compliance priorities.
- Represent the Superintendent Operations, W&E in meetings, committees and interagency forms as required.

## Key challenges

- Maintaining attention to detail whilst applying analytical, problem-solving skills and knowledge across a broad range of topics to maintain the performance of W&E as a branch of CSNSW - Community, Industry & Capacity.
- Developing and maintaining effective working relationships across other areas within CSNSW.

## Key relationships

Who	Why
<b>Internal</b>	
Superintendent Operations, W&E	<ul style="list-style-type: none"><li>• To provide support for briefing, submission and reporting requests for efficiently and accuracy.</li><li>• Identify emerging issues/risks, their implications and propose solutions</li></ul>
Project Officer W&E	<ul style="list-style-type: none"><li>• Work collaboratively to contribute to achieving team outcomes</li></ul>
Stakeholders	<ul style="list-style-type: none"><li>• To ensure that the compliance and performance requirements are understood and upheld.</li><li>• Consult and collaborate to resolve, governance and compliance related issues, define mutual interests and determine strategies to achieve their realisation</li></ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"><li>• Provide advice on governance and compliance related matters</li><li>• Engage and consult regarding governance and compliance issues, define mutual interests and determine strategies to achieve their realisation</li></ul>

## Role dimensions

### Decision making

The Manager Governance & Compliance role has autonomy in coordinating and managing their work whilst making decisions on matters under their direct control. In addition, the role will need to negotiate tasks and deadlines supporting the Superintendent Operations, W&E.

The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the role may consult with the Superintendent Operations, W&E on more complex matters.

### Reporting line

The role reports to the Superintendent Operations, W&E

### Direct reports

Project Officer W&E

## Budget/Expenditure

Nil

### Essential requirements

- Relevant tertiary qualifications or equivalent experience.
- Current NSW Driver's Licence with ability and willingness to drive and travel anywhere within NSW.

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

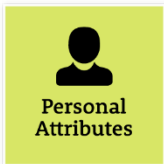
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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**.


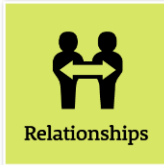
### Focus capabilities

*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
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li><li>• Act professionally and support a culture of integrity</li><li>• Identify and explain ethical issues and set an example for others to follow</li><li>• Ensure that others are aware of and understand the legislation and</li></ul>	Adept



## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>policy framework within which they operate</p> <ul style="list-style-type: none"> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	
 <p>Personal Attributes</p>	<p><b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond proactively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Present with credibility, engage diverse audiences and test levels of understanding</li> <li>• Translate technical and complex information clearly and concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Contribute to and promote information sharing across the organisation</li> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p><b>Work Collaboratively</b> Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept
 <p>Results</p>	<p><b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>	Adept
 <p>Results</p>	<p><b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on</li> </ul>	Adept




## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>organisational objectives and the user experience</p> <ul style="list-style-type: none"> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	
 <p>Business Enablers</p>	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Identify opportunities to use a broad range of technologies to collaborate</li> <li>• Monitor compliance with cyber security and the use of technology policies</li> <li>• Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>• Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept
 <p>People Management</p>	<p><b>Optimise Business Outcomes</b></p> <p>Manage people and resources effectively to achieve public value</p>	<ul style="list-style-type: none"> <li>• Develop team and unit plans that consider team capabilities and strengths</li> <li>• Plan and monitor resource allocation effectively to achieve team and unit objectives</li> <li>• When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences</li> <li>• Ensure that team members work with a good understanding of business principles as they apply to the public sector context</li> <li>• Participate in wider organisational workforce planning to ensure that capable resources are available</li> </ul>	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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	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	Intermediate

## COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 <p>People Management</p>	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate