

ROLE DESCRIPTION

Manager of Security

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Custodial Corrections	
Location	Sydney Metropolitan and regional NSW	
Classification/Grade/Band	Manager of Security	
Role Number	Various	
ANZSCO Code	139100	
PCAT Code	1119192	
Date of Approval	26 March 2015 (Updated 3/9/19)	Ref: CS0173
Agency Website	www.correctiveservices.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

Primary purpose of the role

The Manager of Security provides leadership and direction for the operational management of the correctional centre or another operational area (e.g., Court Escort Security Unit, Corrections Intelligence, State Operations Group with the Security & Intelligence or other operational units across CSNSW), including the coordination of the structured day, effective provision of security, inmate related services and for ensuring the maintenance of staff discipline and good order.

Key accountabilities

- Manage the dynamic and static security strategies of correctional centre or another operational area (e.g., Security & Intelligence) and the allocation of resources in line with CSNSW policies and procedures, including Urinalysis and forensic testing.
- Manage and undertake regular inspection of the Centre to maintain the good order of the Centre and the security (including electronic security equipment and for regular testing this equipment and maintaining a diary of any faults), discipline, health, hygiene and safety of staff, inmates and visitors.

- Responsible for the Emergency response plans and for regularly staging exercises to test the effectiveness of all emergency plans
- Oversee the management of inmate movement, in accordance with classification and inmate management policies.
- Oversee the management of the inmate and staff “Structured Day”.
- Provide timely advice to the General Manager / Senior Executive regarding operational centre management and security and other sensitive and key issues
- Participate in the active promotion of the role and function of the Department to the community and visitors to the centre.
- Participate in the Inmate Classification and Placement process and monitor Centre programs and services to facilitate their alignment with the Department’s operational framework and to meet security requirements
- Establish and manage a family support group for staff and organise family days for staff as required.

Key challenges

- Managing competing interests and priorities given the position operates in a dynamic, high risk and legally regulated environment subject to political and public scrutiny.
- Ongoing prioritisation of allocated resources to ensure the correctional centre operates in an efficient and effective manner.
- Implementing an effective performance development system and training and development program to all custodial staff.
- Being part of an on-call roster on weekends, if and as required.

Key relationships

Who	Why
Internal	
General Manager	• For reporting, advising, consulting and receiving direction
Commissioned Officers	• For staff management, leadership, direction and staff performance management.
All Internal counterparts and managers with other specific occupational or operational areas and shared corporate services	• For coordinating services and resolving issues in relation to specific operational services, such as Offender Services & Programs, Educational, Teaching, Industries and Community Corrections.
All stakeholders within Community Corrections	• For exchanging pertinent information relating to inmates and their movement.
Courts and other Judicial agencies	• For exchanging pertinent information in relation to inmates.
External	
NSW Police and other state and federal law enforcement agencies	• For exchanging pertinent information in relation to inmates.

Role dimensions

Decision making

The role exercise's a range of staff management and financial delegations, with in the provisions of the Delegations Manual, CSNSW / Public Sector wide policies and procedures and the relevant legislation. Routinely, the role is required to make decisions for the effective operation and resource management of the correctional centre, but must alert the General Manager or the higher authorities in the event of any issues impacting or likely to impact on the immediate security of the centre, staff, inmates or the community.

Reporting line

General Manager

Direct reports

(Reporting varies in accordance with the size and complexity of the centre)

Senior Assistant Superintendent(s)

Budget/Expenditure

The role currently has a financial delegation of \$ 25,000.00

Essential requirements

- Driver Licence with ability and willingness to drive throughout NSW.
- Comply with National Heavy Vehicle Law and Regulations and Chain of Responsibility Policy and Procedures. (CESU roles only)

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.

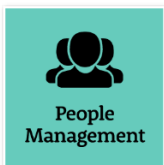
The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• 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	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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to	Adept

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	
 Business Enablers	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the relevant relationships • Make decisions and prepare business cases, paying due regard to financial considerations	Adept
 People Management	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way	Adept

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		Monitor and report on team performance in line with established performance development frameworks	
	Inspire Direction and Purpose Communicate goals, priorities and vision, and recognise achievements	- Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders - Translate broad organisational strategy and goals into tangible team goals and explain the links for the team - Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders - Work to remove barriers to achieving goals	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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Advanced
	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	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	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
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept