Role Description
Team Leader Client Support

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Shared Services, Records and Information Management
Location*	Parramatta, Police Headquarters (PHQ)
Classification/Grade/Band	Clerk 7-8
ANZSCO Code	
PCAT Code	
NSWPF Role Number	
Date of Approval	00 / 00 / 0000
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a '*Safe and Secure New South Wales'*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Team Leader Client Support is responsible for managing the provision of records and information management support services to clients, including managing the Records Management Help Desk function and training and compliance processes, and the Insurance Services Unit who process applications and provide Police related information to external customers on a fee for service basis.

Key accountabilities

- Manage a diverse team in a high volume environment, ensuring that client/customer requests for advice, system support and provision of information are responded to in a timely manner whilst ensuring the integrity, accuracy and security of information.
- Manage the Records Management Help Desk function, including developing and reviewing procedures and analysing performance.
- Provide high level records management advice and assistance to clients.
- Ensure the effectiveness and ongoing review of records and information management training packages and delivery mechanisms.
- Carry out records management system metadata maintenance and review of compliance.
- Contribute to the ongoing review and development of procedures, business rules and other supporting material related to records management.
- Provide oversight of the processing of applications and provision of Police related information to the Insurance Industry, Legal Profession and the general Public.
- Review performance of the team, identify opportunities for improvement, and report monthly against key performance indicators.

Key challenges

- Maintain up to date knowledge of key NSWPF policies and procedures and statutory provisions relevant to the release of information and be able to correctly interpret and apply these rules.
- Investigate and resolve complex records management issues arising from Help Desk requests.
- Effectively coordinate the day to day activities of the Records Management Help Desk and Insurance Services Unit to ensure that the teams are adequately resourced and quality customer services are provided.

Key relationships

Who	Why
Internal	
Manager	- Information exchange to inform decision making - Escalate issues, keep informed, advise and receive instructions
Work Team	- Provide direction and manage performance - Monitor and coordinate workload and competing priorities - Guide, support, coach and mentor team members - Support team and work collaboratively to contribute to delivery of business outcomes - Participate in meetings to represent work group perspective and share information
Business Units / Clients	- Provide a client focused approach to service delivery - Resolve and provide solutions to issues and escalate where necessary - Respond to enquiries and escalate where necessary - Provide advice to enable correct outcomes/resolutions - Provide training, guidance and support - Information exchange

Who	Why
Accounts Receivable Team	• Provide information for customer billing purposes

External

Customers/Stakeholders	• Manage expectations and provide services • Information Exchange

Role dimensions

Decision making

This role has autonomy to make decisions that are under their direct control in relation to the day to day operations of the team and provision of services.

This position consults directly with the Associate Director, Records and Information Management regarding key decisions affecting the group.

Reporting line

• Associate Director, Records and Information Management – SES Band 1

Direct reports

• Training Officer – Clerk 3-4
• Client Support Officers – Clerk 1-2 x3

Insurance Services Unit:

• Admin Clerk – Clerk 3-4
• Clerical Support Officers – Clerk GS x2

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in Records or Information Management or related discipline or demonstrated equivalent experience.
- Sound knowledge and demonstrated ability to interpret relevant Legislation and Government policies including State Records Act 1998, Government Information (Public Access) Act 2009, and Privacy and Personal Information Protection Act 1998.
- Obtain and maintain the requisite security clearances for this position

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**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	Foundational
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	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 Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

Version Control

Version	Summary of Changes	Date
V1.0	New Position	00.00.0000

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region