

Role Description

Operations Manager – InfoLink Unit



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	PoliceLink
Location	Parramatta
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	132111
PCAT Code	1119192
NSWPF Role Number	
Date of Approval	01/11/2018
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 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 NSWPF 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 identifying, assessing, and controlling health and safety risks, and ensuring that safe systems of work are developed, documented and followed by staff and contractors through appropriate training, supervision and monitoring.

Primary purpose of the role

The Operations Manager leads and directs a customer service team responsible for ensuring compliance with the *Government Information (Public Access) Act 2009* (NSW), subpoenas and other requests for information from external agencies served on the Commissioner of Police. The Operations Manager oversees workload management and the necessary quality frameworks for all business streams within the InfoLink Unit. The role also leads continual improvement in customer satisfaction, efficiency and provision of services by developing and implementing business process improvement strategies.

Key accountabilities

- Providing leadership and generating innovation for the command in a high volume, transactional environment to provide continual improvement in service delivery
- Establish and maintain appropriate quality frameworks for all business streams
- Maintain a High Performing Team environment to foster high morale, job satisfaction, motivation, performance and ethical behaviour in a high-volume environment.
- Provision of strategic advice to the Manager as required based on comprehensive analysis and understanding of aspects of the GIPA Act and other relevant legislation.
- Having a full understanding of NSW Police Force systems, protocols, procedures and culture and how these may impact the provision of information to external stakeholders.
- Case management responsibility for information requests considered to be high profile or that may be contentious.
- Coaching and mentoring team leaders to embed a culture of best practice in the workplace and support creative initiatives to ensure a highly motivated and engaged team.
- Ensure appropriate determinations are made regarding the release of information in accordance with legislation and NSWPF policies and be accountable in meeting strict deadlines for the provision of information as required.

Key challenges

- Ensuring legislative requirements and service delivery standards are met including dealing with customer contacts in a high volume, multimedia, contact environment.
- Leading change through the introduction and implementation of process changes, quality frameworks and system upgrades to improve productivity and customer outcomes across all business streams.
- Manage complex and sensitive consultations and negotiations with stakeholders, within agreed timeframes, given their varying expectations, viewpoints and interests.

Key relationships

Who	Why
Ministerial	
Commissioner/Minister	<ul style="list-style-type: none"> • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Internal*	
Commander/Manager	<ul style="list-style-type: none"> • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions • Receive advice and report on progress towards business objectives and discuss future directions
Direct Reports	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members • Monitor and coordinate workload and competing priorities • Ensure team members comply with legislation, policies and procedures • Maintain accountability

Clients/Customers

- Provide advice on a range of business issues and strategies
 - Optimise engagement to achieve defined outcomes
 - Information exchange
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Role dimensions

Decision making

The manager has the autonomy to make decisions regarding the administrative, financial and operational functions of the business unit. The role has administrative and human resources delegations and contributes to the business priorities, strategies and directions in liaison with the Manager InfoLink Unit and Director PoliceLink Command.

Reporting line

- Manager, InfoLink Unit - SE Band 1

Direct reports

- Coordinator, Advisory and Education (S/Sgt)
- Information Team Leader x 3 (Clerk 7/8)

Budget/Expenditure

- Nil

Essential requirements






- Obtain and maintain the requisite security clearances for this position.
- Demonstrated experience managing a demanding, high volume, transactional environment and understanding of management practices and systems applicable to this environment.
- Demonstrated ability to interpret and apply complex legislative requirements in a transactional environment.
- Relevant tertiary qualifications in law or related areas or equivalent experience desirable

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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

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	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of 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, difficult and controversial issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation Initiate and develop partnerships with customers to define and evaluate service performance outcomes Promote and manage alliances within the organisation and across the public, private and community sectors Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Evaluate achievements and adjust future plans accordingly Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions Understand and apply financial audit, reporting and compliance obligations Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate Seek specialist advice and support where required Make decisions and prepare business cases paying due regard to financial considerations
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> Refine roles and responsibilities over time to achieve better business outcomes Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning Provide timely, constructive and objective feedback to staff Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	01.11.2018