

Role Description

Records Officer



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Shared Services
Location	Police Headquarters (PHQ) Parramatta
Classification/Grade/Band	Clerk 1-2
ANZSCO Code	561411
PCAT Code	1225192
NSWPF Role Number	
Date of Approval	21/10/2016
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 three function lines, based across a number of locations. Field Operations provide frontline services directly to the community. Specialist Operations provides specialist and technical services, forensic services and counter-terrorism. The third 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 role undertakes activities to support the secure storage, retrieval and management of corporate records.

Key accountabilities

- Maintain accurate recording and cataloguing of deliveries on a computerised records management system to ensure easy identification and retrieval including despatch, loan and return details.
- Accept consignments of boxes of records in accordance with local systems and procedures.

- Maintain compliance with records management standards and procedures for the storage and retrieval of records and destruction of records and archives.
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information.
- Confirm authorisation for staff requesting access to retrieve records to protect sensitive information.
- Sentence and cull records in accordance with general and functional disposal authorities and interpret and assess retention periods and records deemed to be State Archives.

Key challenges

- Establish and maintain professional working relationships with stakeholders in order to support service delivery.
- Manage work activities along with competing priorities to ensure work is completed within agreed timeframes.
- Develop and maintain knowledge and understanding of records management in accordance with legislative requirements, procedures and best practice.

Key relationships

Who	Why
Internal	
Manager/Supervisor	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on, issues, priorities and business objectives. • Escalate sensitive or complex issues
Work Team	<ul style="list-style-type: none"> • Support team and work collaboratively to contribute to delivery of business outcomes • Participate in meetings, share information and provide input on issues.
Clients/Customers	<ul style="list-style-type: none"> • Provide advice and resolve issues where possible and escalate or redirect issues where necessary • Provides advice to enable correct outcomes/resolutions • Information exchange
External	
State Archives & Government Records Repository	<ul style="list-style-type: none"> • Information exchange
Clients/Customers	<ul style="list-style-type: none"> • Resolve issues where possible and escalate or redirect issues where necessary • Information exchange

Role dimensions

Decision making

This role has autonomy to make decisions regarding the prioritisation of daily records management functions and responding to access requests liaison with the supervisor/manager.

Reporting line

This role reports to the following depending on duties:

- Records Coordinator – Clerk 5-6

- Team Leader - Corporate Records and Logistics – Librarian & Archivist 3

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





- Knowledge of the State Records Act, associated standards and other relevant legislation, as well as guidelines such as State Records Guideline No. 8 – Normal Administrative Practice (NAP).
- 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 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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	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 Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	21.10.2016

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50003064	Corporate Records	50134241	Corporate Records	50134243	Corporate Records	50134245	Corporate Records
50004899	Corporate Records	50134242	Corporate Records	50134244	Corporate Records	50561993	Corporate Records