

Role Description

Talent, Leadership and Careers Officer



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Human Resources Command
Location	Parramatta HQ
Classification/Grade/Band	Clerk 7/8
ANZSCO Code	223311
PCAT Code	1124392
NSWPF Role Number	
Date of Approval	10/09/2019
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 four 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. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people, with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

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 Talent, Leadership and Careers Officer is responsible for contributing to the development and implementation of frameworks, strategies, processes and pathways by which NSWPF talent can be identified,

progressed, developed and supported to ensure there is a perpetual focus on providing opportunity to improve and develop the quality of the workforce.

Key accountabilities

- Develop and communicate career pathway options for the NSWPF with a priority for policing roles, underpinned by the options and actions identified by the Strategic Workforce Plan, to assist leaders in planning and achieving career progression objectives.
- Contribute to the development of a framework and process for the identification and focused development of high performing employees who demonstrate aptitude, capability and engagement in their role and profession, to enhance and optimise the talent pipeline.
- Collaborate with other Commands, including Education & Training Command and the Professional Standards Command, to design and implement leadership improvement programs that will ensure the continuous guidance, development and support of NSWPF leaders.
- Manage and coordinate existing leadership programs to ensure ongoing alignment with the strategic direction of NSWPF and integration with talent development objectives.
- Contribute to the development of a policing career pathway model for the NSWPF illustrating innovative alternatives to employee options including lateral career solutions.
- Develop staff personas and profiles to guide and assist talent identification, career pathways and promotion candidates.
- Develop and deliver communication strategies to create engagement and participation in leadership opportunities provided to the talent pipeline.

Key challenges

- Maintain contemporary knowledge in relation to leadership development, career mapping, and effective talent management approaches.
- Manage competing priorities of a diverse range of stakeholders in alignment with the priorities of the team.
- Navigate and optimise the intersections of the portfolio across a range of teams and Commands to ensure mutually agreeable outcomes and ongoing alignment to strategic direction.

Key relationships

Who	Why
Internal*	
NSWPF Executive and Senior Leaders	<ul style="list-style-type: none"> • Consult, liaise with and inform to ensure information exchange • Respond to enquiries and escalate issues where necessary
Manager	<ul style="list-style-type: none"> • Receive advice and report on progress • Provide expert advice and contribute to decision making • Identify emerging risks / issues and their implications and propose solutions
Team members	<ul style="list-style-type: none"> • Collaborate with individual team members to ensure delivery of required outcomes • Ensure set objectives and tasks are performed to meet business expectations
People & Culture Branch	<ul style="list-style-type: none"> • Collaborate and consult with other People & Culture teams as required to ensure support and two way provision of advice to ensure maximum value is provided to stakeholders and clients

Who	Why
NSWPF Commands / Stakeholders	<ul style="list-style-type: none"> Consult, liaise with and inform to ensure information exchange Negotiate with to achieve mutually agreeable outcomes regarding future direction and objectives
External	
Stakeholders	<ul style="list-style-type: none"> Information exchange to inform decision making
PANSW and CPSU	<ul style="list-style-type: none"> Information exchange to achieve union support

Role dimensions

Decision making

The role has the autonomy to make decisions regarding the day to day delivery of tasks and objectives, and to engage with NSWPF Executive and Senior Leaders as required. The role is required to work collaboratively with other team members in the prioritisation of activities, reporting, monitoring and communicating.

Reporting line

- Manager - Inspector

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements

- 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


This role also utilises an occupation specific capability set.

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
	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category	Level
 Human Resources	Talent Management	Level 2

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	<ul style="list-style-type: none"> 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 Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

Occupation / profession specific capabilities

Category	Level	Level Description
Human Resources Talent Management	Level 2	<ul style="list-style-type: none"> Advise and support managers in applying sound talent management principles, insights and practices, to inform talent acquisition and build leadership development pipelines in line with current and future business needs. Design talent management solutions, such as capability assessments, appropriate to specific business needs across all stages of the employment lifecycle, and guide their implementation by managers. Recommend and customise recruitment and assessment processes to enable managers to make informed selections in line with business planning and capability requirements. Advise managers on opportunities to integrate talent management practices into daily management activities, in order to support the development of individual and sector organisational capability and increase workforce mobility. Advise and support managers to enhance their skills and confidence in having clear, candid and regular performance conversations and providing employees with effective development opportunities. Support managers in identifying and developing appropriate initiatives to respond to individual capability development needs. Support managers to deliver performance and recognition programs and advise on development of new initiatives. Review data and insights to assess efficiency and effectiveness of assessments, performance management and other talent management strategies, suggesting modifications as appropriate.

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	27.08.2019

Roles attached

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