ROLE DESCRIPTION

Service Owner – Digital Case File Program

Portfolio	Communities and Justice
Department	Department of Communities and Justice
Division/Branch/Unit	Courts, Tribunal and Service Delivery / Strategy, Reform and Support / Digital Customer Experience
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 11/12
Role Number	TBC
ANZSCO Code	135199
PCAT Code	2226892
Date of Approval	11 October 2024 **Ref: CATS 0224**
Agency Website	www.dcj.nsw.gov.au

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

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Service Owner is responsible for defining the strategy, vision, and roadmap for the Digital Case File for the Courts, Tribunals and Service Delivery (CTSD). This role works collaboratively between the business and delivery teams to ensure service delivery optimisation, enhanced user experience, and to drive continuous improvement for the Digital Case File (DCF).

Key accountabilities

- Define, develop, and maintain the DCF as a service and its products vision, strategy, and roadmaps through effective relationships, communication and consultation with program leadership, stakeholders, and business owners to ensure alignment with business strategy, policies and standards, user needs and industry best practice.

- Accountable for the end-to-end life cycle of the DCF as a service; from documenting its design to overseeing its operationalisation. Work closely with cross-functional teams to optimise service delivery, enhance user experience, and drive continuous improvement.

- Facilitate agreement with business owners and CTSD Executive on prioritisation of the DCF service features and capabilities, including strategic overview of the backlog of work.

- Help to develop and implement the product strategy for the DCF as a service, ensuring alignment with organisational objectives and user needs.

- Oversee the design, development, and enhancement of this service, ensuring it is human-centred, accessible, and effective. Continuously assess and improve the user experience, utilising in-depth analysis of various data sources to deliver customer insights from users, judiciary, and staff to enhance service quality.

- Design service and clinical governance activities to ensure that the day-to-day service meets performance targets and delivers high-quality support.

- Identify and mitigate risks associated with the service, ensuring compliance with complex regulatory, legislative and policy requirements.

- Monitor, analyse and report on service performance data, using metrics and KPIs to drive improvements and ensure accountability.

Key challenges

- Balance the immediate need of the business with future requirements and align service investment and available funding and effective use of resources accordingly.

- Effectively communicate service vision, roadmap and plans, highlighting the best path forward while managing stakeholder expectations.

Key relationships

Who	Why
Internal	
Director, Digital Customer Experience	- Escalate issues, keep informed, advise, and receive instructions. - Provide guidance regarding the future direction of the product lifecycle, related ICT investments and product strategy. - Determine team priorities, highlight resourcing challenges, and seek practical solutions within budget and service
Managers, Digital Customer Experience	- Work collaboratively to ensure the Digital Customer Experience Team meets business objectives. - Provide expert advice and exchange information
Work team	- Inspire and motivate team, provide direction, advice and manage performance. - Lead discussions and decisions to obtain the work group perspective, share information, and influence service and product direction
Product Business Owners Clients/customers/stakeholders	- Determine future requirements for new or modified services and products. - Develop and agree product strategy, vision, and roadmaps. - Determine satisfaction with existing services. - Resolve and provide solutions to issues.
External	

Who	Why
Customers/Stakeholders/Judicial Officers	• Engage in, consult and negotiate the design, development, delivery and evaluation of projects. • Manage expectations and resolve issues
Vendors/service providers and Consultants	• Communicate needs, facilitate routine business transactions and resolve issues. • Negotiate and approve contracts and service agreements. • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Role dimensions

Decision making

- Exercises high-level, independent judgement and initiative in prioritising activities within the broad framework set with the reporting manager, as well as Departmental policies, procedures and operational guidelines.

- Is frequently required to resolve complex technological issues / problems in a wide and diverse range of contexts, requiring the application of product management principles and service design expertise.

- Is accountable for determining and managing own and team priorities and workloads.

- Exercises discretion and judgement in providing advice and responding to enquiries and correspondence, escalating any contentious issues to reporting manager.

Reporting line

Reports to the Director, Digital Customer Experience.

Direct reports

TBC

Budget/Expenditure

As per financial delegation limit specified.

Key knowledge and experience

- Proven leadership in product management or service development, including driving process, system and product improvement to meet business needs.

- Knowledge and experience in information technology, developing and managing product roadmaps and/or the delivery of digital projects.

Essential requirements

Tertiary qualifications in product management, visual/comms design or equivalent experience.

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
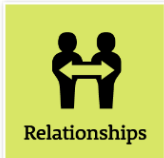
Capabilities for the role

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.	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect.	• Present with credibility, engage diverse audiences and test levels of understanding. • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	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 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	Adept

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	Advanced
People Management	**Optimise Business Outcomes** Manage people and resources effectively to achieve public value	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes	Adept

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific

Focus Occupation Specific Capabilities

![SFIA]	**Capability name** Capability description	**Capability Set**	**Level**
	Change and Transformation – Business Change Implementation – Portfolio Management The development and application of a systematic management framework to define and deliver a portfolio of programmes, projects and/or ongoing services, in support of specific business strategies and objectives. Includes the implementation of a strategic investment appraisal and decision-making process based on a clear understanding of cost, risk, inter-dependencies, and impact on existing business activities, enabling measurement and objective evaluation of potential changes and the benefits to be realised. The prioritisation of resource utilisation and changes to be implemented. The regular review of portfolios. The management of the service pipeline (proposed or in development), service catalogue (live or available for deployment) and retired services.	• Leads the definition of a portfolio of programmes, projects, and/or on-going service provision. • Engages and influences senior managers to ensure the portfolio will deliver the agreed business objectives. • Plans, schedules, monitors and reports on activities related to the portfolio to ensure that each part of the portfolio contributes to the overall achievement of the portfolio. • Collects, summarises and reports on portfolio KPIs often through the deployment of business management processes and systems. Identifies issues with portfolio structure, cost, risk, inter-dependencies, impact on current business activities and the strategic benefits to be realised. • Notifies projects / programmes / change initiatives of issues and recommends and monitors corrective action. • Reports on portfolio status as appropriate.	Level 6 - POMG

	Strategy and Architecture - Business Strategy and Planning - Demand Management The analysis and proactive management of business demand for new services or modifications to existing service features or volumes. Collaborating with the business to prioritise demand in order to improve business value. Developing and communicating insights into patterns of demand. Proposing responses to meet both short-term and long-term demand and facilitating decision making and planning. Integrating demand analysis and planning with complementary strategic, operational and change planning processes.	• Leads the development of comprehensive stakeholder management strategies and plans. • Builds long-term, strategic relationships with senior stakeholders (internal and external). • Facilitates the engagement of stakeholders and delivery of services and change projects, acting as a single point of contact for senior stakeholders, facilitating relationships between them. • Negotiates to ensure that stakeholders understand and agree what will meet their needs, and that appropriate agreements are defined. • Oversees monitoring of relationships including lessons learned and appropriate feedback. • Leads actions to improve relations and open communications with and between stakeholders.	Level 6 - DEMM
	Relationships and Engagement Stakeholder Management – Relationship Management The systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. Gains commitment to action through consultation and consideration of impacts.	• Plans and manages the implementation of organisation-wide processes and procedures, tools and techniques for the identification, assessment, and management of risk inherent in the operation of business processes and of potential risks arising from planned IT-enabled change. • Design the relationship management approach to be taken; including roles and responsibilities, governance, policies, processes, and tools, and support mechanisms. • Creatively combines formal and informal communication channels in order to achieve the desired result.	Level 6 - RLMT

	Strategy and Architecture - Business Strategy and Planning Business Risk Management The planning and implementation of organisation-wide processes and procedures for the management of risk to the success or integrity of the business, especially those arising from the use of information technology, reduction or non-availability of energy supply or inappropriate disposal of materials, hardware or data.	• Defines the approach and sets policies for the discovery, analysis, planning, controlling and documentation of demand for services and products. • Organises scoping and business priority setting for strategic business changes involving business policy- makers and direction setters. • Engages with and influences senior stakeholders to improve the business value to be delivered from new or existing services and products. • Leads the development of demand management capabilities and ensures decision making is informed by robust scenario planning and what-if analysis. • Leads the integration of demand management with complementary strategic, operational and change management processes.	Level 6 - BURM

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	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
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective project planning, coordination and control methods	Advanced
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate