Role Description
Recruitment Specialist

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch/Unit	Corporate/People/Recruitment
Location	Various
Classification/Grade/Band	Clerk Grade 7/8
Role Family	Bespoke/People & Culture
ANZSCO Code	223112
PCAT Code	1224292
Date of Approval	March 2020
Agency Website	www.regional.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

The role provides recruitment support and solutions to select and engage capable staff for a wide range of roles and comply with NSW Government legislation ensuring proactive, client focused, capability-based recruitment services, contemporary recruitment solutions and strategies and advice across the cluster.

Key accountabilities

- Provide end to end resourcing and recruitment services across the cluster by providing advice and support to managers on recruitment and mobility options and undertake recruitment processes and activities to ensure the engagement of the best candidate for the role.
- Act as a subject matter expert by providing guidance and direction to the business on best practice recruitment and workforce resourcing initiatives including devising contemporary strategies for the delivery of targeted advertising campaigns, pre-screening techniques, assessment tolls and interview methodologies to ensure hiring managers are equipped to make the right hiring decisions.
- Contribute to the continuous improvement of workforce resourcing practices, processes and service level standards by working collaboratively with People, Performance and Culture teams on a wide range of workforce management, mobility and recruitment projects.
- Network, build and maintain relationships with employees, candidates, external organisations such as other government agencies, search firms and the private sector and proactively promote the cluster through partnership opportunities to attract potential employees.

- Coordinate the ongoing management of talent pools, ensuring that available roles are reviewed for suitability and partner with managers to effectively assess candidates and guide appropriate recommendations.
- Build and maintain effective relationships with a range of internal stakeholders including People Performance and Culture, Learning, IT, Safety and Wellbeing and Diversity and Inclusion.
- Develop and implement reporting tools and indicators to identify insights and provide intelligence into the recruitment and related activities and monitor, review and evaluate recruitment activities to provide evidence-based recommendations to improve processes and efficiency in recruitment service.

Key challenges

- Maintaining constantly evolving knowledge of recruitment best practice and supporting the application of current and future workforce recruitment and deployment.
- Supporting a variety of customers with different work practices, industrial agreements and delegations. Influencing Hiring Managers to follow a fair and transparent process based on GSE requirements.

Key relationships

Who	Why
Internal	
Recruitment Manager and team HR Business Partners	• Collaborate on operational issues and emerging processes • Share information regarding issues and status of processes
Hiring Managers	• Manage relationships and provide expert recruitment advice, guidance and support
External	
Outsource service providers	• Collaborate to delivers services

Role dimensions

Decision making

- Prioritises and manages day to day demands including matters with critical turnaround times required by internal clients.
- Makes day to day decisions and provides guidance on appropriate courses of action that might be taken to address issues and defers to the Manager on more complex and contentious issues.

Reporting line

Recruitment Services Partner

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Sound experience in recruitment best practice including recruitment approaches, marketing and social media initiatives and policies, processes and legislative requirements.

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
	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	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
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
	Project Management Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept

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 are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	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
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational