

ROLE DESCRIPTION

Regulatory Support Officer



Cluster	Customer Service Cluster	
Division/Branch/Unit	Information and Privacy Commission	
Location	Sydney CBD	
Classification/Grade/Band	Clerk Grade 5/6	
ANZSCO Code	224999	
Role Number	51005981	
PCAT Code	1119192	
Date of Approval	11 January 2019	Ref: IPC 0028
Agency Website	www.ipc.nsw.gov.au	

Agency Overview

The Information and Privacy Commission (IPC) is an independent statutory authority, established on 1 January 2011.

Our vision is to promote transparency and accountability through better access to information, balanced with a commitment to privacy rights for the people of New South Wales.

The IPC works to ensure the objectives of the NSW information access and privacy legislation are achieved by:

- promoting and educating the community and agencies about people's privacy and information access rights under the legislation
- assisting government, business and the public to understand and use the legislation
- reviewing agency performance and decisions; investigation and conciliating complaints
- providing feedback about the legislation and developments in law and technology relevant to it.

The IPC brings together two functions:

- right to government information functions, in particular, oversight of the operation of the *Government Information (Public Access) Act 2009* and review of decisions made by agencies and ministers under that Act
- privacy functions, conferred by the *Privacy and Personal Information Protection Act 1998* and *Health Records and Information Privacy Act 2002*.

Primary purpose of the role

Provide front line support and first point of contact service delivery to clients and assist agencies to comply with IPC legislation through the management of enquiries in a professional, efficient and timely manner by assisting members of the public to exercise their right to information and ensuring that agencies comply with the requirements of legislation.

Assess applications and complaints, conduct preliminary enquiries and assessments and assist regulatory actions to promote compliance with legislation and support agencies and members of the public to comply with the legislation administered by the IPC.

Key accountabilities

- Support the Information and Privacy Commissioners exercise their statutory functions by actively listening and responding promptly and courteously to enquiries (telephone, counter, E-mail and mail) from members of the public and agencies seeking information or assistance with regard to their rights and obligations under GIPA and Privacy Legislation; using discretion and judgement to explain complex concepts and maintain quality service and present a professional image.
- Support a culture of quality customer service in the organisation and respond quickly to customer needs. Consider customer service requirements and develop solutions to meet needs. Co-operate across work areas to improve outcomes for customers.
- Undertake a range of casework related activities including research and analysis of information; identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options to support timely and early resolution of issues.
- Support collection and assessment of information and documentation and prepare routine reports about agencies and councils regarding their compliance with the legislation. Undertake data entry, data reporting and file searching activities and create and maintain hard copy and electronic records and registers in accordance with statutory requirements.
- Facilitate interviews, undertake research, and prepare correspondence and recommendations.
- Maintain accurate and timely records of actions taken and documents received and drafted in connection with enquiries, complaints, reviews and other regulatory action.
- Participate and work effectively in a team environment and align operational with organisational objectives and contribute to the development and implementation of IPC organisational goals, strategies and key performance, including participating and contributing to team initiatives for service delivery improvements and effectiveness.
- Collect and collate information for, and prepare correspondence and documents to support the effective delivery of IPC functions; ensuring all outgoing correspondence, reports, submissions and briefings etc. are completed in a timely manner and in accordance with IPC presentation, style, format and content protocols.
- Ensure effective and timely communication with parties by providing information and guidance to the public and agencies about the legislation administered by the IPC and its interpretation and application; obtaining and clarifying information and where appropriate undertaking and facilitating the informal resolution of issues and exchange of information.

Key challenges

- Managing time and prioritising issues given that a diverse range of matters can be encountered simultaneously and work demands flow from multiple sources. Exercise initiative and sound judgment in resolving problems, by identifying solutions and determining what needs to be brought to the immediate attention of management or referred to other sections within the IPC for action.
- Communicating effectively, confidently, courteously and sensitively with a wide range of parties who may at times present with challenging issues.
- Maintaining a good knowledge of GIPA and Privacy legislation and regulations and the work undertaken by the Information and Privacy Commission and its programs, processes and issues in order to handle enquiries effectively and resolve routine matters quickly and efficiently.

Key relationships

Who	Why
Internal	
Manager, Investigation and Review	<ul style="list-style-type: none">• Receive professional development support and performance review.• Receive guidance, exchange information and to provide timely, expert advice and counsel on all casework issues
Investigation and Review Staff	<ul style="list-style-type: none">• Support and facilitate the timely receipt and assessment of information required to enable the exercise of IPC functions
Agency Staff	<ul style="list-style-type: none">• Develop and maintain effective working relationships with all staff across the Commission
External	
Government agencies	<ul style="list-style-type: none">• Develop strong relationships with key stakeholders across Government agencies to ensure all the Commission's functions are understood and legislative and compliance reporting requirements are fulfilled.
Applicants	<ul style="list-style-type: none">• Liaise with applicants regarding the progress of the review and status of their complaint and promote early identification and resolution of issues

Role dimensions

Decision making

The role makes decisions within an approved work program and works with members of the Investigation and Review Team to assist in meeting overall Information and Privacy Commission business objectives.

Work collaboratively with other IPC staff to contribute to the development and implementation of business process and service delivery improvements. Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness

Identify systemic or significant non-compliance issues and work with the other members of staff on devising appropriate responses and solutions.

Reporting line

The roles will report to either the Manager, Investigation and Review / the Director, Investigation and Reporting. Rotation through positions will occur.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements






- Sound analytical, research and problem solving skills to support case management review and investigations.
- Experienced stakeholder relationship management ability supported by good interpersonal, conciliation and negotiation skills.

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

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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	<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
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 • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
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