

Role Description

Senior Business Consultant



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Various
Location	Police Headquarters (PHQ), Parramatta
Classification/Grade/Band	Clerk 9-10
ANZSCO Code	224711
PCAT Code	1121192
NSWPF Role Number	51228060
Date of Approval	11/08/2016
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 five 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. Specialist Support provides an operational support function along with a range of specialised services. The fifth 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 ensuring that the work for which their position is responsible is carried out in ways which safeguard the health and safety of all workers.

Primary purpose of the role

The Senior Business Consultant will assist business units to improve efficiency of operations, deliver effective customer services and support the achievement of organisational goals through reviewing business streams, systems and processes, making recommendations, and implementing and evaluating business improvement projects.

Key accountabilities

- Research, analyse and provide high quality advice and evidence-based recommendations on complex issues, emerging trends and initiatives that impact business drivers and workload.

- Identify opportunities and develop business cases to support achievement of business objectives and build capability across the unit and organisation.
- Identify and define user requirements and translate them into business requirements documentation.
- Review, provide advice, make recommendations and contribute to the development and implementation of policies, processes, systems, technology and business partnerships to support continuous business improvement and ensure ongoing legislative compliance.
- Develop and implement key performance indicators, systems and auditing tools to measure efficiency, quality and compliance with legislation and policy, and provide recommendations on corrective actions, intervention and enhancements.
- Manage and oversee the planning, development, implementation, evaluation and reporting on business improvement projects to ensure project outcomes are achieved.
- Participate in and contribute to strategic and business planning processes, aligning project development, implementation and evaluation priorities to support unit and organisational objectives and outcomes.

Key challenges

- Keeping abreast of current and emerging best practice, government policy and statutory requirements.
- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, to distil business needs and identify fit for purposes solutions that accommodate varying expectations, viewpoints and interests.
- Anticipating, responding to and mitigating impediments to effective implementation of business improvement projects.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues, priorities and business objectives • Provide advice, discuss future direction and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions • Escalate sensitive issues
Direct Reports	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members • Monitor and coordinate workload and competing priorities • Ensure team members comply with legislation, policies and procedures • Maintain accountability
Stakeholders	<ul style="list-style-type: none"> • Provide advice on business, policy and project related issues • Report and provide updates on business improvement proposals and progress • Engage, consult and collaborate to identify opportunities, define mutual interests and recommend strategies to improve processes.

Who	Why
External	
Stakeholders	<ul style="list-style-type: none"> Resolve issues and provide solutions to problems.

Role dimensions

Decision making

The role has autonomy in relation to decisions regarding the progress of business improvement projects, time management and taskings and determining the priorities of the team. The role also has the ability to make some decisions in line with the organisational Instruments of Delegation.

Reporting line

This role may, depending on the command/business report to:

- Commander - Superintendent
- Manager - Clerk 11-12

Direct reports

This role may have depending on the command/business unit have the following direct reports:

- Analyst - Clerk 5-6
- Project Officer - Clerk 5-6
- Business Consultant - Clerk 7-8
- Business Consultant - Clerk 7-8

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

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	Intermediate

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	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Advanced

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 Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> 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 and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate including contingency provisions Monitor progress of initiatives and make necessary adjustments Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately Consider the implications of a wide range of complex issues, and shift business priorities when necessary Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
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	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		projects
People Management Manage Reform and Change	Advanced	<ul style="list-style-type: none"> Clarify purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty Assist others to address emerging challenges and risks and generate support for change initiatives Translate change initiatives into practical strategies and explain these to staff and their role in implementing them Implement structured change management processes to identify and develop responses to cultural barriers

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	17.08.2016
V1.1	Agency Overview amended and added NSWPF role number	18.12.2017