

Role Description

Electronic Monitoring Systems Officer

Cluster	Justice	
Agency	Department of Justice	
Division/Branch/Unit	Corrective Services NSW (CSNSW), Security and Intelligence Branch, Electronic and External Monitoring Group	
Location	Silverwater	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	Various	
ANZSCO Code	442211	
PCAT Code	1119192	
Date of Approval	23 April 2019	REF: CS 0258
Agency Website	http://www.justice.nsw.gov.au/corrective-services	

Primary purpose of the role

Provide quality and proficient business administrative processes and systems that support the effective operation of the Electronic and External Monitoring Unit and enable the team to achieve performance targets. This role oversees the maintenance, receipt, dispatch of statewide electronic monitoring equipment to ensure the delivery of high level and effective monitoring services.

Key accountabilities

- Provide extensive and high-quality, professional, business, administrative support and quality client service to support the business centre's core objectives.
- Support the successful operation of the electronic monitoring equipment management process by responding to inquiries and screening calls in a professional, responsive and timely manner.
- Manage incoming and outgoing deliveries of equipment while maintaining the unit's records, systems and databases, including recording data and filing, ensuring sufficient store supplies and maintenance of equipment.
- Identify and rectify faults, address enquiries, including those that are escalated and resolve them in a timely and professional manner.
- Provide reports, advice and recommendations to the Electronic Monitoring Systems Administrator and/or Senior Management on administrative functions procedures, faults and performance levels (as applicable to the role) to ensure sound decision making.
- Recommend, implement and maintain effective systems, processes and systems in line with legislative and policy requirements to improve the efficiency and effectiveness of administrative processes and practices for the unit.
- Prepare and edit a range of documents as required on behalf of the business unit for internal and external stakeholders including advice on alternate courses of action.
- Assist in managing projects designed to review, monitor and improve the effectiveness of service delivery within the unit.

Key challenges

- Balance the day to day management and operational demands of the role in a pressured / high volume and sensitive work environment.
- Balance limited resources to meet competing management / customer needs and expectations and prioritising issues given tight timeframes and quality standards.

Key relationships

Who	Why
Internal	
Operations Manager	<ul style="list-style-type: none">• For reporting, guidance and provision of expert advice on administrative and technical matters.
Senior Electronic Monitoring Officer	<ul style="list-style-type: none">• Exchanging operational information and for providing advice and services.
Electronic Monitoring Systems Administrator	<ul style="list-style-type: none">• For reporting and guidance and provision of expert advice on administrative and technical matters.
Works Release Field Officer	<ul style="list-style-type: none">• For exchanging operational information and for providing advice and services.
Security and Operations Group Officers	<ul style="list-style-type: none">• For exchanging operational information and for providing advice and services.
Community Corrections Officers	<ul style="list-style-type: none">• For exchanging operational information and knowledge. Identify needs, communicate services and resolve issues
External	
Contracted equipment supplier	<ul style="list-style-type: none">• For exchanging operational and technical information.
Customers/stakeholders	<ul style="list-style-type: none">• Monitor, direct and address enquiries.

Role dimensions

Decision making

The role has some autonomy in the day-to-day delivery of administrative support services within the constraints of policies, procedures, guidelines, directives and deadlines.

The role holder uses their judgement when answering enquiries. More complex enquiries outside their knowledge capability will be referred to the Electronic Monitoring Systems Administrator.

Reporting line

Electronic Monitoring Systems Administrator

Direct reports

Nil

Budget

Nil

Essential requirements






Understanding of the operational use of offender electronic monitoring by CSNSW to deliver outcomes.

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	Adept
	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	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
 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 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
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies