

## INTELLIGENCE SUPPORT OFFICER (GRADE 3-4)

### Role Description

ROLE DETAILS			
<b>Section:</b>	Criminal Investigations		
<b>Location:</b>	Sydney CBD	<b>Reports to:</b>	Intelligence Manager
<b>Date of approval:</b>	March 2022	<b>Roles reporting to this role:</b>	Nil

### ROLE OF THE NSW CRIME COMMISSION

The NSW Crime Commission is established to investigate and disrupt organised crime and other serious criminal activity and to pursue confiscation of the proceeds of crime. The Commission is structured into a number of Divisions consisting of operational divisions, support teams and specialist units.

The function of conducting criminal investigations is assigned to the Commission's Criminal Investigations Division. Investigations are typically conducted pursuant to a Management Committee reference to investigate or approval to work in cooperation with a joint task force comprising one or more of the Commission's partner agencies. The Criminal Investigations Division is also responsible for the Commission's Strategic Intelligence capability, the provision of specialist investigative support services and the provision of advice and recommendations to Government in relation to minimising the impact of serious and organised crime on the NSW community.

### PURPOSE OF THE ROLE

The Intelligence Support Officer ('ISO') sits within the Criminal Investigations Division and conducts a range of administrative and analytical tasks to support operations across the Division. The role undertakes guided research and investigation related activities, collects and disseminates data, liaises with internal and external stakeholders as appropriate and ensures appropriate record keeping. The role contributes to a high performing team and acts to ensure consistent, efficient and responsive services are provided across the Division.

### KEY ACCOUNTABILITIES

- Collect and collate criminal and financial intelligence from a range of open and closed intelligence sources, prepare and circulate information reports to internal and external stakeholders, manage requests for information from other agencies.
- Undertake data entry and data inquiry tasks using automated information systems, databases and other technologies to support the Division; assist with basic research and analytical tasks including preparing profiles and charts, financial enquiries, populating databases and drawing links between entities of interest.
- Assist in administering the Commission's use of powers under relevant legislation including preparing and filing paperwork for the service of notices, warrants and authorisations and providing administrative support for coercive hearings.
- Provide efficient administrative and clerical support to operational teams, for example by preparing correspondence, requesting, receiving and recording information appropriately, assisting with scanning, photocopying and shredding.
- Liaise with internal and external stakeholders as required including to facilitate inductions of new officers into the Commission.
- Contribute to a positive team environment that fosters productivity, efficiency, client service and continuous improvement regarding service delivery; contribute to operations and team meetings.
- Behave in accordance with Commission values.

## KEY RECORDKEEPING ACCOUNTABILITIES

- Comply with the Commission's *Records Management Policy* and relevant statutory requirements
- Create full and accurate records of business activities, including records of all decisions and actions made in the course of official business

## KEY CHALLENGES

- Providing consistent, efficient and responsive outputs as per stakeholder expectations.
- Maintaining high-level attention to detail given significant legal, policy and ethical requirements.
- Delivering high quality outputs, sometimes within tight or urgent timeframes and conflicting priorities.
- Readily adjusting to changes in technology, legislation and policy.
- Demonstrating a high level of tact and discretion at all times; sharing information appropriately in a team setting while maintaining confidentiality and secrecy of certain matters.

## KEY RELATIONSHIPS

WHO (i.e. who is the relationship with)	WHY (i.e. purpose of the relationship)
Internal	
Directors / Intelligence Managers	<ul style="list-style-type: none"> <li>• Receive guidance regarding assigned tasks and priorities</li> <li>• Discuss workload, priorities and issues arising</li> <li>• Receive feedback regarding performance and respond appropriately</li> </ul>
Intelligence Analysts	<ul style="list-style-type: none"> <li>• Receive and process requests for information</li> <li>• Share appropriate levels of information as required</li> <li>• Receive guidance regarding specific tasks and priorities</li> </ul>
Other Managers and staff at all levels	<ul style="list-style-type: none"> <li>• Share appropriate levels of information as required</li> <li>• Receive guidance regarding specific tasks and priorities</li> </ul>
External	
Law enforcement and other agencies	<ul style="list-style-type: none"> <li>• Maintain positive working relationships</li> <li>• Manage incoming and outgoing information flows; share and arrange dissemination of appropriate levels of information as required</li> </ul>
External contractors (e.g., interpreters)	<ul style="list-style-type: none"> <li>• Maintain positive working relationships</li> <li>• Oversee interpreter bookings and review associated invoices</li> </ul>

## ROLE DIMENSIONS

### Key Decisions and Authority:

- Exercises judgement and initiative in prioritising and resolving day-to-day issues in accordance with Commission policies and procedures
- Provides timely, accurate and usable information to the role supervisor and other team members; complex issues are escalated to the role supervisor
- Prepares draft summaries, reports and other forms of written advice to the Intelligence Manager (or Intelligence Analyst) for review
- Receives guidance and direction from the Intelligence Manager (or Intelligence Analyst) and/or other team members regarding the conduct of activities and tasks
- Works independently to ensure efficient service delivery in a high volume working environment;

### Reporting Line:

This role reports to a Manager or Director level role at the Commission. The role does not have any direct reports.

### Budget / Expenditure:






This role does not exercise financial delegations.

## ESSENTIAL REQUIREMENTS

- Degree qualifications and / or relevant experience in any discipline with a strong research component
- Sound research, analytical and problem-solving skills.
- Excellent time management skills, including the ability prioritise competing tasks and meet strict deadlines.
- Excellent interpersonal, written and verbal communication skills.
- Ability to work independently and as part of an effective team.
- Excellent computer skills, including an ability to use spreadsheet and database applications; high level attention to detail.
- Initiative, flexibility and high-level attention to detail.
- Understanding of the role and functions of the Commission.

## CAPABILITIES FOR THE ROLE

**Capability summary** - Below are the capabilities required for this role. Note: those highlighted in blue are the focus capabilities for the role.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate-Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 Occupation Specific	Collect Data	Foundational-Intermediate
	Grade Data	Foundational-Intermediate
	Conduct Analysis	Foundational-Intermediate
	Demonstrate Conclusions	Foundational-Intermediate

## Organisation specific requirements

All roles are underpinned by the Commission's values:

- Integrity
- Measured
- Professionalism
- Accountability
- Collaboration
- Trust

In addition, all Commission staff must be willing to participate in security clearance procedures (including Commonwealth security vetting), and provide details of financial interests and other relevant information about themselves and their associates. Appointments are subject to attaining appropriate security clearances.

**Focus capabilities** - The focus capabilities for the role are those in which new occupant/s of the role must demonstrate immediate competence. It should be noted that with experience, the occupant will be expected to demonstrate higher level capabilities in some areas (noted with an \*).

NSW Public Sector Capability Framework		
Capability Group and Name	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Think and Solve Problems*	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> </ul>

NSW Public Sector Capability Framework		
Capability Group and Name	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<b>Operational Analysis</b> Collect Data*	Foundational	<ul style="list-style-type: none"> <li>Receive guidance to understand basic intelligence requirements</li> <li>Follow instructions and contribute to short-term intelligence outputs</li> <li>Apply proven methodologies to collect information and data from accessible, internal sources</li> <li>Receive guidance to understand the risks and threats associated with the collection of certain information or data</li> </ul>
<b>Operational Analysis</b> Grade Data*	Foundational	<ul style="list-style-type: none"> <li>Receive guidance in understanding the relevance of information or data to the aim of an investigation or intelligence project</li> <li>Understand that the reliability and/or sufficiency of information or data may vary across sources</li> <li>Demonstrate basic understanding of the costs and benefits associated with the pursuit of information or data</li> <li>Receive guidance as to whether to pursue a line of inquiry</li> </ul>
<b>Operational Analysis</b> Conduct Analysis*	Foundational	<ul style="list-style-type: none"> <li>Connect data within the same medium</li> <li>Receive guidance in utilising available tools to interrogate data</li> <li>Receive guidance in employing information or data analysis techniques</li> <li>Display basic intuition, including a willingness to learn and share information</li> </ul>
<b>Operational Analysis</b> Demonstrate Conclusions*	Foundational	<ul style="list-style-type: none"> <li>Receive guidance on how to organise intelligence outcomes in a logical manner</li> <li>Receive guidance regarding the verbal or written presentation of conclusions</li> <li>Produce basic, written reports with guidance</li> <li>Develop plans and understand available options with guidance</li> </ul>