

Role Description

Director, Ministerial and Executive Services



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Office of the Commissioner
Location	Sydney
Classification/Grade/Band	PSSE Grade Band 1
Senior Executive Work Level Standards	Work Contribution Stream: www.psc.nsw.gov.au/wls
ANZSCO Code	132411
PCAT Code	1119192
NSWPF Role Number	
Date of Approval	01/05/2018
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 17,000 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 four 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. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people, with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

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 identifying, assessing, prioritising and controlling health and safety risks, and ensuring that safe systems of work are developed, documented and followed by staff and contractors through appropriate training, supervision and monitoring.

Primary purpose of the role

The Director, Ministerial and Executive Services provides leadership, strategic direction, management and expert advice on briefings, parliamentary matters, submissions and correspondence. This includes liaison and negotiation with key external and internal stakeholders including senior executives and Ministerial Offices.

This role also manages the coordination of briefings for the Commissioner for national meetings.

Key accountabilities

- Lead the allocation, coordination and preparation of ministerial and Commissioner correspondence, briefings, meeting papers, discussion papers, reports and other documentation as required.
- Provide strategic advice and counsel on complex issues to the Ministerial Office, the NSWPF executive leadership team, and key stakeholders.
- Oversight, manage, allocate and supervise work of the Ministerial and Executive Services unit to ensure delivery of services within required timeframes.
- Ensure that written material submitted to the Commissioner and Minister is accurate, appropriate and consistent with policy and legislation.
- Develop strong and effective relationships with key operational and functional areas within the NSWPF in order to provide accurate, timely and strategic information and advice
- Implement and maintain quality assurance measures and protocols to ensure high standards of content.
- Lead and drive team management, work planning, coaching and professional development initiatives to align resources and deliver priorities.

Key challenges

- Identifying, and understanding issues, competing interests and priorities to ensure that the Executive Director, Executive and Minister are fully briefed.
- Coordinating complex briefings across all Commands and managing a very high volume of information requests.
- Managing complex and politically sensitive documents and briefings in a high-profile environment.

Key relationships

Who	Why
Ministerial	
Minister and advisors	<ul style="list-style-type: none"> • Provide clear, consistent and specialist advice • Consult with Ministerial staff, providing accurate information, interpretation of planning and decision influences and timely responses to sensitive or contentious issues
Internal	
Commissioner / Executive	<ul style="list-style-type: none"> • Provide executive support and process advice to support implementation of strategic outcomes for the Commissioner • Facilitate information flow and effective feedback • Identify priorities or matters for specific or urgent action, investigation or attention, determine appropriate decision-making protocols and brief the Commissioner and Executive on all relevant matters, progress updates and emerging issues

Who	Why
Executive Director, Office of Commissioner	<ul style="list-style-type: none"> • Receive broad guidance, professional support, exchange information and provide expert advice • Identify priorities or matters for specific or urgent action, investigation or attention, determine appropriate decision-making protocols and brief the Executive Director on all relevant matters, progress updates and emerging issues
Deputy Commissioner's offices	<ul style="list-style-type: none"> • Develop and maintain strong collaborative and positive relationships to enable high quality and timely responses • Lead consultation with the Executive Officers to improve the quality and timeliness of Responses and reporting
Commands	<ul style="list-style-type: none"> • Lead discussions to clarify and seek information and expedite the coordination of responses to submissions • Collaborate and build capacity
External	
Other government agencies The Commonwealth Other States and Territories	<ul style="list-style-type: none"> • Consult with Executive Director's providing accurate information and timely responses to sensitive or contentious issues on behalf of the Office of the Commissioner • Lead interactions and engage throughout the process of communication development, seeking guidance, negotiating approach and gaining consensus on options/recommendations (as appropriate) to improve quality and efficacy of materials • Maintain effective relationships

Role dimensions

Decision making

This role is fully accountable for the accuracy, validity and integrity of the content of advice provided and worked performed by the Ministerial and Executive Services (Coordination).

The role works closely with the Executive Director, Office of Commissioner, but operates with a significant level of autonomy and is directly accountable for the allocation and quality of work. The incumbent has full authority to determine day to day priorities within the teams and liaises directly with the Minister's Office in relation to work being performed.

The role will set direction and oversight work of teams on a daily basis and interact with stakeholders. The role is directly accountable for ensuring work is performed in a timely manner to the standards required, and identifying and pursuing opportunities to improve efficiency and quality.

The role will also produce reports to brief the Commissioner and his Executive Team of all relevant matters, progress updates and emerging issues.

Reporting line

- Reports to Executive Director, Office of the Commissioner

Direct reports

- There are 5 direct reports to the Director

Budget/Expenditure

- This area is part of the Office of Commissioner Budget allocation

Essential requirements






- Obtain and maintain the requisite security clearances for this position.
- Tertiary qualification in Social Policy, Public Administration, Management or demonstrated knowledge, skills and experience with ongoing professional development.

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	Advanced
	Act with Integrity	Highly Advanced
	Manage Self	Adept
	Value Diversity	Advanced
 Relationships	Communicate Effectively	Highly Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Highly Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Advanced
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Adept
	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 Act with Integrity	Highly Advanced	<ul style="list-style-type: none"> Champion and act as an advocate for the highest standards of ethical and professional behaviour Drive a culture of integrity and professionalism across the organisation, and in dealings cross-government, cross-jurisdiction and outside of government Define, communicate and evaluate ethical practices, standards and systems and reinforce their use Create and promote a climate in which staff feel able to report apparent breaches of rules, policies and guidelines and act promptly and visibly in response to such reports
Relationships Communicate Effectively	Highly Advanced	<ul style="list-style-type: none"> Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences Speak in a highly articulate and influential manner State the facts and explain their implications for the organisation and key stakeholders Promote the organisation's position with authority and credibility cross-government, cross jurisdictionally and outside of government Actively listen, and identify ways to ensure all have an opportunity to contribute Anticipate and address key areas of interest for the audience and adapt style under pressure
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Highly Advanced	<ul style="list-style-type: none"> Establish broad organisational objectives, ensure that these are the focus for all planning activities and communicate to staff Understand the organisation's current and potential future role within government and the community, and plan appropriately Ensure effective governance frameworks and guidance enable high quality strategic corporate, business and operational planning Consider emerging trends, identify long-term opportunities and align organisational requirements with desired whole-of-government outcomes Drive initiatives in an environment of ongoing, widespread change, including whole-of-government policy directions
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts Access key subject-matter experts' knowledge to inform project plans and directions Implement effective stakeholder engagement and communications strategy for all stages of projects Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning Develop effective strategies to remedy variances from project plans, and minimise impacts Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> Refine roles and responsibilities over time to achieve better business outcomes Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning Provide timely, constructive and objective feedback to staff Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> Promote a sense of purpose and enable others to understand the links between government policy and organisational goals Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Create opportunities for recognising and celebrating high performance at the individual and team level Work to remove barriers to achievement of goals
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	01.05.2018
V1.1	Title change from "Manager – Executive Advisory Unit", amended key accountabilities, agency overview, cluster	18.11.2019

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region