

# Role Description

## Casual Parliamentary Reporter



|                                  |  |
|----------------------------------|--|
| <b>Cluster</b>                   | NSW Parliament   |
| <b>Agency</b>                    | Department of Parliamentary Services                                     |
| <b>Division/Branch/Unit</b>      | Parliament Services/Hansard, Library Research                            |
| <b>Role number</b>               | Multiple   |
| <b>Classification/Grade/Band</b> | Casual Parliamentary Reporting (Hansard), Parliamentary Reporter         |
| <b>ANZSCO Code</b>               | TBA  |
| <b>PCAT Code</b>                 | TBA  |
| <b>Date of Approval</b>          |  |
| <b>Agency Website</b>            | <a href="http://www.parliament.nsw.gov.au">www.parliament.nsw.gov.au</a> |

### Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions: Parliament Services and Corporate Services, and two project Branches, Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

Reporters report, transcribe and edit an accurate, literate and timely record of the proceedings of both Houses of Parliament and parliamentary committees on behalf of the Editor of Debates.

Key accountabilities

- Report the proceedings of the Legislative Assembly and the Legislative Council and committees of the Parliament
- Attend committee hearings and produce a comprehensive overview of proceedings—a real-time checklist, or “log”, of the order of speakers, reference documents quoted, interruptions, etc—to the office’s prescribed format, to enable an accurate transcription of the hearing. Transcribe proceedings and hearings, using audio recordings and voice recognition technology
- Produce an accurate report of proceedings of acceptable literary quality, conforming to Hansard reporting style and forms
- Check spelling and punctuation, correct grammatical errors and, where necessary, reconstruct member contributions having regard to the political context of the speech
- Research using relevant sources references to proper names, place names, technological terminology, figures, departments, Act titles and reports, as well as historical, geographical and literary references, foreign words and phrases, and so forth
- Proofread publications to ensure their literary and grammatical acceptance, spelling and punctuation, ensure the accuracy of Hansard forms and procedure, and ensure that the Hansard style guide and procedure has been followed.

Key challenges

- Working extended and uncertain hours of duty associated with the sittings of the Houses of Parliament and their committees
- Understanding and expressing other people’s ideas clearly in documents that have organisation, structure, grammar, language and terminology adjusted to the characteristics and needs of the audience
- Managing the impact on timely production of Hansard when there are delays in obtaining source documents from which members have quoted material which will impact on production deadlines
- Maintaining stable performance under pressure (occasional disruptions and noise due to the nature of the operation of the chambers and committees, time pressure, uncertain hours of work); managing stress in a manner that is appropriate to work colleagues, clients and the organisation
- Ability to respond positively to change, especially technological innovation that enhances the evolution of Hansard

Key relationships

| Who                             | Why   |
|---------------------------------|---|
| Internal                        |   |
| Relevant Reporting Line Manager | <ul style="list-style-type: none"><li>• Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required</li><li>• Provide support to achieve operational priorities, exchange information and contribute to decision making</li><li>• Escalate discuss issues and propose solutions.</li></ul> |

| Who  | Why  |
|--|--|
| Work Team  | <ul style="list-style-type: none"> <li>Collaborate to continually improve knowledge, build capability, and improve consistency and service quality</li> </ul>  |
| <b>External</b>  |  |
| Other Government and Parliamentary Department/Stakeholders | <ul style="list-style-type: none"> <li>Establish professional networks and relationships to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and /or developing issues</li> </ul> |

## Role dimensions

### Decision making

The role is accountable for the delivery of assigned work. The role is accountable for the quality, integrity and validity of the service provided.

### Reporting line

The role accounts and reports to the relevant reporting line manager.

### Direct reports

There are no direct reports.

### Budget/Expenditure

As per the approved Financial Delegations.

## Key knowledge and experience

- Excellent knowledge of English language usage, sentence structure and syntax, and well-developed comprehension skills
- Knowledge of and experience with court or parliamentary reporting, although not essential, an advantage
- The ability to interpret, research and communicate complicated verbal and written information, arguments
- Good knowledge of general and current affairs, and the ability to quickly develop a knowledge of the political process and parliamentary procedure
- Demonstrated resilience to work in a high-pressure environment for sustained periods meeting strict deadlines as part of a team
- Ability to use, or to quickly learn to use, Dragon Naturally Speaking voice recognition software
- Knowledge of or experience with audio-visual records, although not essential, an advantage

## Essential requirements

- Appropriate tertiary qualifications or demonstrated, relevant, equivalent professional experience
- Undertake extended hours of duty associated with the sittings of the Houses of Parliament and their committees

## Capabilities for the role



The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES  |   |   |              |
|---|---|---|--------------|
| Capability group/sets   | Capability name   | Behavioural indicators  | Level        |
| <br>Personal Attributes | <b>Display Resilience and Courage</b><br>Be open and honest, prepared to express your views, and willing to accept and commit to change | <ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer own opinion and raise challenging issues</li> <li>Listen when ideas are challenged and respond appropriately</li> <li>Work through challenges</li> <li>Remain calm and focused in challenging situations</li> </ul>  | Intermediate |
|   | <b>Act with Integrity</b><br>Be ethical and professional, and uphold and promote the public sector values                               | <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 help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest and encourage others to do so</li> </ul> | Intermediate |
| <br>Relationships      | <b>Communicate Effectively</b><br>Communicate clearly, actively listen to others, and respond with understanding and respect            | <ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> </ul>                                   | Adept        |

## FOCUS CAPABILITIES





| Capability group/sets   | Capability name  | Behavioural indicators  | Level        |
|---|--|---|--------------|
|   |  | <ul style="list-style-type: none"> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>  |              |
|   | <b>Work Collaboratively</b><br>Collaborate with others and value their contribution                            | <ul style="list-style-type: none"> <li>Build a supportive and cooperative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes that were achieved by effective collaboration</li> <li>Engage other teams and units to share information and jointly solve issues and problems</li> <li>Support others in challenging situations</li> <li>Use collaboration tools, including digital technologies, to work with others</li> </ul>   | Adept        |
|   | <b>Plan and Prioritise</b><br>Plan to achieve priority outcomes and respond flexibly to changing circumstances | <ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul> | Intermediate |
|  | <b>Technology</b><br>Understand and use available technologies to maximise efficiencies and effectiveness      | <ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>   | Adept        |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

## COMPLEMENTARY CAPABILITIES

| Capability group/sets   | Capability name                     | Description  | Level        |
|---|-------------------------------------|--|--------------|
| <br><b>Personal Attributes</b> | Manage Self                         | Show drive and motivation, an ability to self-reflect and a commitment to learning                     | Intermediate |
|   | Value Diversity and Inclusion       | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| <br><b>Relationships</b>       | Commit to Customer Service          | Provide customer-focused services in line with public sector and organisational objectives             | Intermediate |
|   | Influence and Negotiate             | Gain consensus and commitment from others, and resolve issues and conflicts                            | Intermediate |
| <br><b>Results</b>             | Deliver Results                     | Achieve results through the efficient use of resources and a commitment to quality outcomes            | Intermediate |
|   | Think and Solve Problems            | Think, analyse and consider the broader context to develop practical solutions                         | Intermediate |
|   | Demonstrate Accountability          | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines         | Intermediate |
| <br><b>Business Enablers</b>   | Finance                             | Understand and apply financial processes to achieve value for money and minimise financial risk        | Intermediate |
|   | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance     | Foundational |
|   | Project Management                  | Understand and apply effective planning, coordination and control methods                              | Intermediate |