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| **Cluster** | Stronger Communities |
| **Agency** | NSW State Emergency Service |
| **Division/Branch/Unit** | People and Development |
| **Location** | State Headquarters |
| **Classification/Grade/Band** | Clerk Grade 3 / 4 |
| **ANZSCO Code** | 599411 |
| **Role Number** | 52019911 and 52019912 |
| **PCAT Code** | 1224872 |
| **Date of Approval** | August 2023 |
| **Agency Website** | www.ses.nsw.gov.au |

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Recruitment and Membership Support Officer is responsible for delivering effective and efficient HR Services support to ensure positive recruitment, membership and workforce planning outcomes for NSW SES.

# Key accountabilities

* Provide general administration support to the Recruitment and Workforce Strategy team as required to assist in the efficient delivery of business services, including but not limited to posting job advertisements, preparing and disseminating accurate and timely interview invitations, unsuccessful notifications, new starter packs, offer letters, service, conduct and criminal record checks and secondment agreements.
* Provide input and support to the development and maintenance of recruitment, membership and establishment procedures, guides, resources and tools to support managers in related activities.
* Maintain workforce and volunteer data, identify and facilitate opportunities to enhance how information is shared and accessed, whilst maintaining records in EDMS in line with records management requirements to ensure all required records are retained and can be readily accessed.
* Administer tasks and interpret legislation and industrial awards to produce compliant HR data transactions in the area of recruitment, salary, allowances, increments, leave and other relevant data management in line with the Crown Employees Award, Government Sector Employment Act 2013 (and associated legislation), guidelines and NSW SES policy and delegations
* Maintain the NSW SES establishment in the HRIS including the creation/deletion of roles and organisation units and updating hierarchical structures to ensure the establishment is current and amendments occur via required delegations and processes.
* Evaluate role descriptions and update job family, talent and career pathway data in the appropriate EDMS and HRIS ensuring a high level of accuracy and data integrity.
* Check HR data transactions for foreseeable payroll outcomes via pay simulations or other error checking

methods

Key challenges

* Balancing competing priorities in a fast paced, high volume work environment while ensuring accuracy in the delivery of recruitment, establishment and membership outputs
* Maintaining currency of, and ability to interpret and apply HR policies and procedures, Awards (Crown

Employees Awards), Agreements, government policy and procedures (Personnel Handbook,

Government Sector Employment Act 2013)

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Manager, Recruitment and Workforce Strategy | * Receive guidance and support, provide advice, escalate contentious issues and exchange information |
| Recruitment and Workforce Strategy team | * Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach * Seek guidance or refer matters for advice as appropriate |
| SES Members | * Respond to queries related to recruitment and membership processes |
| Managers and Hiring Managers | * Support, advise and assist managers during recruitment and people related transactions |
| Finance & ICT | * Maintain agreed funded staff establishment and cost centres * Engage in discussions regarding management of the HRIS and testing of updates and upgrades, development of reports and maintaining accurate data * Build and maintain effective working relationships with the Payroll team to administer temporary assignment allowances, pay simulations and other HR transactional functions |
| **External** |  |
| Stakeholders | * Liaise, exchange information and respond to enquiries * Manage correspondence and act as a point of contact for secondments and transfers |
| Candidates | * Respond to queries related to recruitment processes |

# Role dimensions

## Decision making

The position operates in a structured work environment that is subject to established policies procedures and practices. Decisions which can be made by the position holder include; prioritising own workload, how to handle or where to refer enquiries to the Branch

## Reporting line

The reports directly to the Coordinator, Member Services and Recruitment Advisor.

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* Experience working in a customer focused environment, people-oriented role with a willingness to learn new processes
* Experience utilising technology in the workplace to enhance process outcomes e.g. administering a HRIS
* Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

*You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities.  You may also be required to participate in an on-call roster.*

# 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](http://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 | Foundational |
| **Act with Integrity** | **Intermediate** |
| **Manage Self** | **Intermediate** |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Intermediate** |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
| Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Foundational |
| Project Management | Foundational |

## 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 | Intermediate | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so |
| **Personal Attributes**  Manage Self | Intermediate | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult |
| **Relationships**  Communicate Effectively | Intermediate | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly |
| **Relationships**  Commit to Customer Service | Intermediate | Focus on providing a positive customer experience  Support a customer-focused culture in the organization  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers |
| **Results**  Think and Solve Problems | Intermediate | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs |
| **Business Enablers**  Technology | Intermediate | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies |
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