

# Role Description

## Database Officer VIU



Transport  
for NSW

Cluster	Transport and Infrastructure
Agency	Roads & Maritime Services
Division/Branch/Unit	Safety Environment and Regulation/ Compliance and Regulatory Services / Compliance Management
Location	Various
Classification/Grade/Band	USS 5
Role Number	50013028
ANZSCO Code	262111
PCAT Code	2229192
Date of Approval	August 2019
Agency Website	<a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>

### Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a \$51.2bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

### Primary purpose of the role

The Database Officer is responsible for investigating and maintaining quality data, records management and support across various operational business units.

### Key accountabilities

- Contribute to TfNSW data integrity initiatives by ensuring stakeholders have access to accurate Vehicle Identification Number applications (VINS) and Written-Off Vehicles records across NSW.
- Monitor, track, and respond to inquiries related to high-risk vehicles across NSW and interstate by sourcing and collating information and intelligence from multiple sources.
- Contribute to high-quality vehicle investigations, identify and source relevant records and documents from a range of internal and external stakeholders, maintain up to date electronic database files, inventories, and closely track confidential file movements.



- Act as the first point of contact for internal and external stakeholders regarding the applicability of Vehicle Identity Unit inspections in regional and city locations and provide detailed recommendations and advice related to vehicle data.
- Analyse and interpret vehicle registration data from multiple jurisdictions to understand and identify data inaccuracies and provide solutions to correct anomalies where required.

## Key challenges

- Effectively dealing with new and complex vehicle registration issues while maintaining a strong customer focus.
- Keeping up to date with regular changes legislation and policy changes to ensure the provision of accurate advice.
- Working with multiple complex, extensive databases simultaneously working to pinpoint any data anomalies

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader	<ul style="list-style-type: none"> <li>• Motivate, provide direction and manage performance</li> <li>• Receive instruction and provide expert advice and guidance</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Maintain a strong and supportive team environment</li> <li>• Share/exchange information to drive continuous improvement</li> <li>• Exchange information to keep informed</li> </ul>
Drives Help Desk	<ul style="list-style-type: none"> <li>• Maintain a strong and supportive team environment</li> <li>• Share information to drive continuous improvement and open communication</li> <li>• Exchange information to keep informed</li> </ul>
Compliance Officer	<ul style="list-style-type: none"> <li>• Work in partnership and maintain a strong network of contacts</li> <li>• Share information to drive continuous improvement and open communication</li> <li>• Exchange information to keep informed</li> </ul>
VINS Data Base Officer	<ul style="list-style-type: none"> <li>• Work in partnership and maintain a strong network of contacts</li> <li>• Share information to drive continuous improvement and open communication</li> <li>• Exchange information to keep informed</li> </ul>
<b>External</b>	
External Stakeholders (Service NSW, Insurance Companies, NSW Police and other Industry stakeholders including interstate stakeholders)	<ul style="list-style-type: none"> <li>• Build effective relationships and share information to maintain data</li> <li>• Exchange information, monitor anomalies and work collaboratively to identify solutions</li> <li>• Maintain good working relationships for effective TfNSW, stakeholder and customer outcomes</li> </ul>

- Keep abreast of the latest industry trends and provide advice on changes to agreed processes / procedures to remain current.

## Role dimensions

### Decision making

The Database Officer operates with autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. Escalates to Team Leader on more complex outside the box scenarios and proposes solutions.

### Reporting line

This role reports to the Team Leader Vehicle Identification

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Tertiary qualifications in a relevant area or extensive relevant experience in a similar role gained in a high volume environment.
- Demonstrated experience in the use and maintenance of information management systems enforcing accuracy, security and integrity controls





## 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
 Personal Attributes	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	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
<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	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		necessary <ul style="list-style-type: none"> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</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>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>• Take responsibility and be accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>• Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>• Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>