

Role Description

Advisor, Privacy, Risk & Compliance



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	State Insurance Regulatory Authority
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224912
PCAT Code	1339192
Date of Approval	February 2020

Primary purpose of the role

Participate in the development, implementation and delivery of governance programs including risk, compliance, privacy, policy and procedure and information governance.

Key accountabilities

- Contribute to and participate in the development and delivery of governance programs and customer priorities at the organisational, departmental and divisional level, ensuring work is delivered to a high-quality meeting organisational and government standards.
- Develop, deliver and evaluate a suite of projects, programs and initiatives applying best practice methodologies to support business outcomes within time, budget, policy, quality and project outcome parameters.
- Contribute to accurate and relevant strategic plans, committee papers, briefings, and reports including analysis and recommendations on governance activities and initiatives to internal and external stakeholders to expected standards
- Maintain an understanding of customer priorities and challenges and contribute to the translation of them into measurable governance solutions and services to meet customer needs and organisational priorities
- Develop and maintain relationships with customers and stakeholders, influence outcomes, and develop awareness and trust in the Privacy, Risk & Compliance team to support optimal service delivery.
- Maintain awareness of relevant issues, policy obligations, insights, challenges industry trends and practices and opportunities to recommend innovative solutions that optimise outcomes and contribute to a best practice governance function in line with organisational and government priorities
- Coordinate and implement a range of projects applying sound project management principles and support the project lead/s in the delivery of organisational and/or business projects.

Key challenges

- Effectively work on simultaneous projects within defined timeframes while meeting daily service delivery priorities
- Being responsive and resilient in a changing environment with competing demands
- Delivering outcomes in an environment of heavy reliance on input and approval from multiple stakeholders.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Receive advice and report on progress towards business objectives and discuss future directions• Provide expert advice and contribute to decision making• Identify emerging issues/risks and their implications and propose solutions
Work Team	<ul style="list-style-type: none">• Support team members and work collaboratively to achieve business outcomes• Provide advice, reports, data, analysis• Participate in meetings, present information on program/project status• Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice
Customer	<ul style="list-style-type: none">• Articulate needs and work collaboratively• Report on and guide the implementation of strategies and projects• Contribute to a customer focused approach to service delivery• Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution
External	
Stakeholders	<ul style="list-style-type: none">• Develop and maintain effective working relationships and open channels of communication• Engage with, consult, provide and obtain information• Articulate needs, work collaboratively, negotiate, report on and guide effective outcomes
Suppliers/ Vendors	<ul style="list-style-type: none">• Monitor contracts and provision of service to ensure compliance with contracts and service arrangements

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager, Privacy, Risk & Compliance

Direct reports

Nil

Budget/Expenditure

As per Customer Service Delegations

Essential requirements

Appropriate qualifications and/or relevant industry experience.





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	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies