Role Description
Scheduling Officer

Cluster	Stronger Communities
Department	Communities and Justice
Division/Branch/Unit	Corrective Services NSW (CSNSW), Custodial Corrections
Location	State-wide – various
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
Role Number	Generic
PCAT Code	1228492
Date of Approval	6 November 2017 (updated 02/02/2018) Ref: CS0087
Agency Website	www.justice.nsw.gov.au

Primary purpose of the role

Ensure that the CSNSW's workforce is managed and deployed effectively and that key stakeholders are informed and local operational and business requirements are met through the provision of timely and accurate scheduling of rosters and administrative support.

Administer work related to staff scheduling in accordance with Departmental protocols and procedures.

Key accountabilities

- Maintain and display scheduling records in accordance with policies and procedures to ensure effective allocation of staff resources.

- Record requests and produce reports for all types of leave, days off and preferences to meet operational needs.

- Reconcile leave records with system reports and follow-up on leave applications/queries for audit compliance.

- Liaise with other Scheduling Officers regarding rosters and replacement workforce requirements to meet daily and monthly business needs.

- Reconcile pay processing data to ensure accuracy and identify and resolve anomalies.

- Prepare standard financial and workforce utilisation reports for management.

- Ensure that correspondence relating to roster related policies is circulated, recorded and actioned.

- Undertake a range of administrative tasks and provide assistance efficiently within the workplace in accordance with the established time-lines, legislation, policy and procedures.

Key challenges

- Managing a dynamic set of information whilst working in a high volume environment and meeting tight deadlines whilst balancing the business and individual needs.
- Ensure awareness, including training, of procedural and processing changes when working from a local position.
- Communicating effectively with staff whilst maintaining the continuity of service under a seven day operation.

Key relationships

Who	Why
Internal	
Scheduling Coordinators/Supervisors/Manager	• For reporting and guidance and provision of expert advice on administrative and financial matters.
Staff / Work Team	• For performance management, supervision and provision of advice and gathering information
Senior Custodial Managers	• For exchanging operational information and for providing advice and services.
Counterparts and peers at other correctional centres	• For exchanging operational information and knowledge in relation to correctional administrative practice
Clients/customers	• Identify needs, communicate services and resolve issues
External	
Other NSW and Federal government organisations	• For seeking information on scheduling processes to exchange information and to keep abreast of current trends.
Union Representatives	• Provide advice to ensure transparency
Vendor's and Suppliers	• Contact to provide and gather information and resolve routine issues
Customers/stakeholders	• Monitor, direct and address enquiries

Role dimensions

Decision making

The role operates without close supervision, within the specific authorities and / or limitations as per organisational practice or the directions given by the Supervisor / Manager.

The Scheduling Officer within the Operations Scheduling Unit is a point of contact for providing advice, coaching, guidance and support to the field based Scheduling Officers on routine technical and procedural matters. Complex enquiries are referred to higher levels.

Reporting line

The reporting line varies as follows, depending on location:

- Scheduling Clerks within the Operations Scheduling Unit report **directly** to either the:
  - o Scheduling Coordinator
  - o Supervisor
- Scheduling Clerks within security and intelligence report **directly** to either the:

- o General Manager
  - o Manager of Security
  - o Senior Assistant Superintendent
  - o Clerk 5/6 – Executive Support Officer

- Scheduling Clerks within correctional centres report **directly** to either the:

  - o Governor
  - o Manager of Security
  - o Functional Manager Purposeful Day / Rosters (SAS / Principal CO)

Direct Reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current and valid driving licence and willingness to travel within NSW

- Working weekends, public holidays and shiftwork as required

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	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	**Foundational**
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	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 follow legislation, rules, policies, guidelines and codes of conduct • 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 Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• 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
Results Plan and Prioritise	Foundational	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		set goals
		• Contribute to the development of team work plans and goal setting
		• Understand team objectives and how own work relates to achieving these
Business Enablers Technology	Intermediate	• 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