

# Role Description

## Strategic Recruitment Partner



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People & Development
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	223111
Role Number	52018975
PCAT Code	1224292
Date of Approval	January 2023
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### 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 Strategic Recruitment Partner develops and implements contemporary customer focused talent acquisition solutions and services to drive best practice talent policies, programs and tools, to enable a high performance workforce that meets ongoing organisational needs. The role ensures the governance of recruitment outcomes are compliant and efficient in accordance with the *Government Sector Employee Act 2013*, whilst shaping the diversity of the agency's membership profile. The Strategic Recruitment Partner oversees the management of the NSW SES establishment and workforce planning reporting functionality.

### Key accountabilities

- Partner with teams across the NSW SES to align approach, provide support and guidance across a range of talent activities to support the agency's business plans and strategy delivery
- Provide day-to-day project management for the deployment of core talent practices and processes including, but not limited to, talent conversations, succession planning, talent pipelines, talent acquisition, organisational design and strategic change management.
- Play an integral role across key talent activities in support of capability plan development and deployment for the growth of the agency e.g. attraction and acquisition campaigns, in addition to consulting, candidate engagement and experience, seconding, networking and educating.
- Manage the coordination of the effective delivery of member recruitment, development and evaluation of role descriptions, establishment changes and workforce planning across the agency.

- Provide accurate and timely strategic advice to the Senior Leadership Team and hiring managers, taking into consideration the agency's organisational workforce design and strategic business priorities.
- Proactively drive and act on opportunities to positively shape the diversity profile of the agencies membership.
- Establish and maintain key stakeholder relationships with recruitment agencies to ensure high quality end to end Executive search outcomes, including the coordination of drafting and evaluation of critical agency role descriptions.
- Critically analyse and generate workforce planning reporting that informs hiring managers of appropriate recruitment strategies.
- Instill a culture of continuous improvement by reviewing and recommending updates to recruitment and establishment policies and procedures based on relevant legislation and contemporary HR practices.
- Develop and implement workplace change management by drafting change proposals, ensuring support to senior leaders with consultation of members, unions and the Volunteer Association about proposed changes.
- Manage and support team members to ensure recruitment and establishment transactions are completed in an accurate and timely manner and appropriate record keeping is maintained, whilst maintaining compliance with Government legislation and guidelines.
- Champion efficient and progressive recruitment practices to hiring managers including staff mobility, activation of talent pool opportunities and strategies to attract a diverse workforce.

### Key challenges

- Managing the prioritisation of timely HR advice to hiring managers, including the Senior Leadership Team, in a high work volume environment
- Maintaining currency of knowledge around NSW Government employee related legislation and guidelines.
- Ensuring agency recruitment and employment related actions and decisions are compliant with Government legislation and guidelines.
- Managing a high performing, fast paced team that is faced with competing priorities.

### Key relationships

Who	Why
<b>Internal</b>	
Senior Manager, Recruitment and Workforce Strategy	<ul style="list-style-type: none"> <li>• Provide updates, advice, information and recommendations on recruitment and establishment projects and priorities.</li> <li>• Liaise to obtain strategic direction and guidance on sensitive matters.</li> <li>• Manage and escalate issues as appropriate.</li> </ul>
Recruitment Team	<ul style="list-style-type: none"> <li>• Maintain effective working relationships to ensure collaboration and performance outcomes are achieved.</li> <li>• Manage and determine day-to-day work priorities.</li> <li>• Communicate strategic priorities and direction from senior management.</li> <li>• Guide and manage performance and development</li> </ul>
NSW SES Managers and staff	<ul style="list-style-type: none"> <li>• Provide recruitment and establishment advice and information on policy, process and legislation.</li> <li>• Build and maintain relationships with managers to proactively identify recruitment needs and support managers in the timely completion of recruitment.</li> </ul>
<b>External</b>	
Other Government Agencies, e-recruitment provider and Executive Search agencies	<ul style="list-style-type: none"> <li>• To liaise and collaborate on recruitment and establishment policy matters and processes.</li> </ul>
General Public	<ul style="list-style-type: none"> <li>• Provide advice on general recruitment enquiries.</li> </ul>

## Role dimensions

### Decision making

The role has autonomy in managing the work of the team. The Strategic Recruitment Partner makes decisions on matters under their direct control, including the development and delivery of recruitment and establishment services to all SES staff.

The role defers to the Senior Manager Recruitment and Workforce Strategy on more sensitive or complex matters.

### Reporting line

Senior Manager Recruitment and Workforce Strategy

### Direct reports

3x Recruitment Advisors

### Budget/Expenditure

Nil

## Essential requirements

- Relevant tertiary qualifications in human resources and/or extensive HR experience in a complex operational environment.
- Significant experience in the delivery of strategic workforce planning and recruitment advice, preferably in a NSW Government sector
- Strong attention to detail and problem solving skills, with the ability to identify creative solutions and see them through to completion.
- Sound interpersonal skills including the ability to establish and influence highly effective working stakeholder relationships at all levels of the agency.
- Understanding or experience in managing complexities associated with working in a volunteer organisation
- 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
	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity and Inclusion	Intermediate

**NSW Public Sector Capability Framework**

Capability Group	Capability Name	Level
 <p>Relationships</p>	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	<b>Influence and Negotiate</b>	<b>Intermediate</b>
 <p>Results</p>	Deliver Results	Adept
	<b>Plan and Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 <p>Business Enablers</p>	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
 <p>People Management</p>	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	<b>Manage Reform and Change</b>	<b>Intermediate</b>

**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>		
Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback and advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Remain composed and calm under pressure and in challenging situations</li> </ul>
<b>Relationships</b>		
Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage diverse audiences and test levels of understanding</li> <li>Translate technical and complex information clearly and concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> <li>Contribute to and promote information sharing across the organisation</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>• Use facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements and be open to compromise</li> <li>• Keep discussions focused on the key issues</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work</li> <li>• Initiate, prioritise, consult on and develop team and unit goals, strategies and plans</li> <li>• Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses</li> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate outcomes and adjust future plans accordingly</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b>		<ul style="list-style-type: none"> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
Project Management	Adept	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b>		<ul style="list-style-type: none"> <li>Support teams in developing new ways of working and generating innovative ideas to approach challenges</li> </ul>
Manage Reform and Change	Adept	<ul style="list-style-type: none"> <li>Actively promote change processes to staff and participate in communicating change initiatives across the organisation</li> <li>Provide guidance, coaching and direction to others who are managing uncertainty and change</li> <li>Engage staff in change processes and provide clear guidance, coaching and support</li> <li>Identify cultural barriers to change and implement strategies to address these</li> </ul>