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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Strategy, Reform and Support / Support Services / Reporting Services Branch / Workforce Planning Unit |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | Please insert position number/s |
| **ANZSCO Code** | 132111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 7 November 2019 | **Ref: RSB 0030** |
| **Agency Website** | www.justice.nsw.gov.au |

# Primary purpose of the role

Provide operational leadership, plan, manage and monitor the coordination of efficient and cost effective reporting and transcription services in accordance with client needs and service level agreements.

# Key accountabilities

* Lead the development and maintenance of guidelines for the allocation of reporting and transcription resources, that takes into consideration working conditions for staff and contract engagement conditions for overflow panel arrangements
* Ensure resource allocation guidelines are implemented to ensure the efficient and cost effective service delivery of reporting and transcription and that work is appropriately distributed and clearly communicated across the state, taking into consideration planned and unplanned leave, costs and other business goals
* Monitor daily operational work priorities and support Customer Service Officers to ensure timely, efficient and quality services are provided and serve as an escalation point for matters requiring expert assistance
* Provide information to clients on the availability of recording resources and service delivery options to meet client needs
* Identify and allocate the reporting resources needed for court circuits in country and regional NSW, including the appropriate deployment of staff and equipment, to ensure that the needs of court sittings are met
* Provide accurate information, reports and data to the Manager, Workforce Planning Unit regarding court listings and staff availability to facilitate planning and distribution of reporting assignments and recommendations for change / continuous improvements
* Identify and report to the Manager, Planning and Workforce any trends, unusual or recurring issues including unmet demand to ensure that appropriate and timely planning measures can be taken
* Provide information and advice to the Centre Supervisors and Customer Service Officers regarding circuits or assignments to ensure that appropriate planning measures are taken in various locations
* Provide information to internal and external clients and discuss reporting resources allocated to proceedings to ensure that the needs of court sittings are met
* Liaise with the Business Services Unit and/or Technical Services Unit to resolve general reporter issues including training and poor performance on circuit

# Key challenges

* Determining appropriate assignment of resources to country court circuits given the high demand for work and the need to constantly revise staffing to determine appropriate resourcing within court constraints
* Working in a dynamic and complex environment which requires a high degree of accuracy and attention to detail with competing pressures and changing client requirements

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Seek direction, advice and support
* Provide regular updates and keep informed
* Escalate issues
 |
| Work Team | * Provide direction, support and expert advice
* Communicate changes to work practices, policies, procedures
* Request information in real time
* Seek information
* Solve, respond to and escalate issues / queries
 |
| Stakeholders / Clients | * Provide information and obtain information
* Provide basic instructions
* Resolve issues and respond to queries
 |
| **External** |  |
| Stakeholder / Clients | * Provide information and obtain information
* Respond to queries and resolve issues
 |

# Role dimensions

## Decision making

Manage a team and oversee the coordination and allocation of resources to ensure effective transcription services are provided to appropriate jurisdictions and transcription Centres. Where appropriate, the role engages casual staff and contractors by contacting appropriate agencies to provide these resources.

The role, in consultation with the Manager, determines the most cost-effective resource utilisation of reporting resources. The position determines the selection on what resources are to be used and refers to and escalates issues to the Manager where appropriate.

The role provides an escalation point for Centre Supervisors to ensure that the appropriate equipment is functioning and available, in each sitting location, for courts to proceed.

## Reporting line

Manager, Workforce Planning Unit

## Direct reports

4

## Budget/Expenditure

# NA

# Essential requirements

* Demonstrated experience of operational and resource management skills
* Demonstrated experience in rostering and planning
* Knowledge of recording and transcription equipment

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# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/capability-framework>

## 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 | Intermediate |
|  | **Act with Integrity**  | **Adept** |
|  | Manage Self | Intermediate |
|  | Value Diversity | Intermediate |
|  | Communicate Effectively | Adept |
|  | **Commit to Customer Service** | **Adept** |
|  | **Work Collaboratively** | **Intermediate** |
|  | Influence and Negotiate | Intermediate |
|  | Deliver Results | Foundational |
|  | **Plan and Prioritise** | **Adept** |
|  | **Think and Solve Problems** | **Intermediate** |
|  | Demonstrate Accountability | Foundational |
|  | **Finance** | **Intermediate** |
|  | Technology | Foundational |
|  | Procurement and Contract Management | Foundational |
|  | Project Management | Foundational |
|  | **Manage and Develop People** | **Adept** |
|  | Inspire Direction and Purpose | Intermediate |
|  | Optimise Business Outcomes | Intermediate |
|  | Manage Reform and Change | 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**Act with Integrity | Adept | * Represent the organisation in an honest, ethical and professional way and encourage others to do so
* Demonstrate professionalism to support a culture of integrity within the team/unit
* Set an example for others to follow and identify and explain ethical issues
* Ensure that others understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct, illegal and inappropriate behaviour
 |
| **Relationships**Commit to Customer Service | Adept | * Take responsibility for delivering high quality customer-focused services
* Understand customer perspectives and ensure responsiveness to their needs
* Identify customer service needs and implement solutions
* Find opportunities to co-operate with internal and external parties to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant stakeholders within the community
 |
| **Relationships**Work Collaboratively | Intermediate | * 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**Plan and Prioritise | Adept | Take into account future aims and goals of the team/unit and organisation when prioritising own and others' workInitiate, prioritise, consult on and develop team/unit goals, strategies and plansAnticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responsesEnsure current work plans and activities support and are consistent with organisational change initiatives* Evaluate achievements and adjust future plans accordingly
 |
| **Results**Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidenceIdentify issues that may hinder completion of tasks and find appropriate solutionsBe willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**Finance | Intermediate | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spendingTake account of financial and budget implications, including value for money in planning decisionsPresent basic financial information to a target audience in an appropriate formatUnderstand financial audit, reporting and compliance obligations and the actions needed to satisfy them Display an awareness of financial risk and exposure and solutions to address these |
| **People Management**Manage and Develop People | Adept | Define and clearly communicate roles and responsibilities to achieve team/unit outcomeNegotiate clear performance standards and monitor progressDevelop team/unit plans that take into account team capability, strengths and opportunities for developmentProvide regular constructive feedback to build on strengths and achieve resultsAddress and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective wayMonitor and report on performance of team in line with established performance development frameworks |