

Role Description

Talent Acquisition Officer



Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Crown Solicitor's Office
Division/Branch/Unit	Corporate Services Division/ People Culture
Role number	Various
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	599411
PCAT Code	1124291
Date of Approval	01 August 2023
Agency Website	www.cso.nsw.gov.au

Agency overview

The Crown Solicitor's Office (CSO) is the largest provider of legal services to the NSW Government and its agencies, and the sole provider of legal services in all matters which are regarded as being core to Government functions. The CSO exists to be the NSW Government's most trusted legal advisors. The core aims of the CSO are to deliver high-quality, cost-effective legal services, provide exceptional customer service to the NSW Government and its agencies and foster a culture of continuous improvement in the way we work.

The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Communities and Justice under the Government Sector Employment Act 2013. For more information, go to www.cso.nsw.gov.au.

Primary purpose of the role

Support talent acquisition activities to identify, source and drive the early engagement of talent and provide timely coordination, support and advice on end-to-end recruitment and onboarding activities on behalf of the CSO.

Key accountabilities

- Coordinate recruitment activities (including bulk recruitment) and proactively provide information and administrative assistance to hiring managers, assessment panels and People & Culture Partners, to support the effective delivery of recruitment practices in line with the Government Sector Employment legislation and within established timeframes.
- Undertake talent acquisition and end-to-end recruitment support activities including advertising, candidate sourcing, candidate management, interview coordination, assessment preparation and onboarding activities to assist with timely recruitment outcomes.
- Communicate effectively and engage proactively with candidates and new starters to support a positive candidate and onboarding experience.
- Perform a range of administrative support functions and prepare correspondence relating to onboarding, mobility (transfer, secondment and temporary assignment) and temporary employment extensions to facilitate timely employment outcomes.



- Monitor the timely payroll onboarding of new employees and collaborate with other Corporate Services employees to support efficient onboarding practices.
- Provide accurate and detailed information to assist team members with the delivery of recruitment activities and proactively contribute to the development of procedures, templates and other supporting material in line with legislation, policy and business needs.
- Maintain records in the CSO's eRecruitment system (SuccessFactors) and other internal databases to ensure information is accurate, up-to-date and accessible and that employee information is maintained.
- Assist with People & Culture projects, audits and other administrative arrangements as required, to support the delivery of team objectives and a culture of continuous improvement and innovation in People & Culture service delivery.

Key challenges

- Providing professional, timely and customer focused service and advice across a wide range of concurrent recruitment activities with critical timeframes.
- Maintaining up to date knowledge of legislative and policy changes, given the need to ensure accurate information to a range of internal and external stakeholders.
- Adapting to the changing requirements of the business, contributing to new approaches and recruitment strategies, to support the best outcome for the CSO.
- Managing a high volume of recruitment activities that delivers high levels of customer service

Key relationships

Internal

Who	Why
People Culture Partner – Talent Acquisition	<ul style="list-style-type: none"> • Receive instruction, direction and guidance, and escalate issues. • Provide reports, updates, information and recommendations on recruitment, training and other assigned activities.
Hiring managers and panel members	<ul style="list-style-type: none"> • Provide timely advice on recruitment best practice in line with legislation, policies and procedures. • Provide recruitment administrative support.
People Culture Partners	<ul style="list-style-type: none"> • Support administrative coordination of recruitment activities. • Liaise to understand workforce needs and priorities and planned recruitment approaches and strategies. • Provide timely information and reports. • Redirect or escalate complex or sensitive enquiries for resolution
Team members	<ul style="list-style-type: none"> • Collaborate to manage day to day workload. • Liaise to ensure consistent application of policies and procedures
Employees	<ul style="list-style-type: none"> • Provide timely, accurate and consistent recruitment information.

External

Who	Why
Shared Services	<ul style="list-style-type: none"> • Coordinate payroll actions arising from recruitment activities • Monitor and follow up processing of service requests.
Other government agencies	<ul style="list-style-type: none"> • Share and receive information. • Collaborate on sector-wide initiative

Applicants	<ul style="list-style-type: none">• Proactively engage with candidates to support the application and interview process.• Provide seamless support through the offer and onboarding process.• Respond to enquiries in a timely manner.
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Role dimensions

Decision making

The Talent Acquisition Officer is required to apply legislation, public sector policy and procedural requirements to particular situations and cases.

The role holder exercises discretion as to whether matters of a more sensitive or complex nature need to be escalated to the People Culture Partners for resolution.

The role holder determines their individual day-to-day work priorities.

Reporting line

People & Culture Partner – Talent Acquisition

Direct reports

Nil.

Budget/Expenditure

Nil.

Key knowledge and experience

- Nil

Essential requirements

- Demonstrated experience working in an in-house recruitment environment
- Demonstrated experience in the use of eRecruitment and Human Resources Information Systems

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




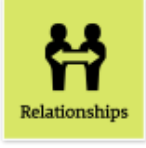
The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
 <p>Personal Attributes</p>	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs Seek participation from others who may have different backgrounds, perspectives and needs Be open to different perspectives and experiences in generating ideas and solving problems Adapt well in diverse environments Respond constructively to feedback regarding observations of bias in language or behaviour 	Intermediate
 <p>Relationships</p>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 <p>Relationships</p>	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness





- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies







Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate

	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational