

Role Description

Communications Officer



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Operational Communications & Information Command (OCIC) Radio Operations Group
Location	Various
Classification/Grade/Band	CommOff
ANZSCO Code	541112
PCAT Code	1119192
NSWPF Role Number	
Date of Approval	07 / 02 / 2017
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has three function lines, based across a number of locations. Field Operations provide frontline services directly to the community. Specialist Operations provides specialist and technical services, forensic services and counter-terrorism. The third function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Communications Officer is responsible for tasking and coordinating activities of police vehicles responding to incidents. The role also processes urgent and non-urgent telephone calls providing timely information to operational police to enable appropriate action to be taken.

Key accountabilities

- Generate and update electronic incident messages.
- Receive and broadcast Police radio messages for routine and emergency incidents.
- Answer and process both urgent and non-urgent telephone calls.

- Co-ordinate and monitor the response of Police to incidents and maintain radio support, ensuring sufficient resources are contacted.
- Notify the Duty Operations Inspector (DOI) or Shift Supervisor of all events which are serious, unusual or newsworthy.
- Utilise computer based dispatch systems to record broadcasting and acknowledgement times, divert or duplicate messages and respond to incoming messages.
- Monitor the activities of all mobile units, allocated resource and incidents coming within the operator's span of control.

Key challenges

- Remain calm whilst responding to calls and reports, ensuring that vital information is recorded in order to accurately determine priority and resources required.
- Develop and maintain knowledge and understanding of relevant procedures and protocols regarding the response to calls and jobs to support service delivery and support a culture of safety.

Key relationships

Who	Why
Internal	
Duty Operations Inspector (DOI) Shift Supervisor (Sergeant)	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions. • Provide and receive continuous feedback • Ongoing communication
Work Team	<ul style="list-style-type: none"> • Support team and work collaboratively to contribute to delivery of business outcomes • Participate in meetings to represent work group perspective and share information • Assist with training and support of staff in service delivery.
Police officers/customers	<ul style="list-style-type: none"> • Coordinate actions as required • Monitor, address and/or escalate requests • Manage the flow of information, seek clarification and provide advice and responses
External	
Customers	<ul style="list-style-type: none"> • Receive and disseminate information • Monitor, address and/or escalate requests • Manage the flow of information, seek clarification and provide advice and responses

Role dimensions

Decision making

This role is governed heavily by procedures and processes in responding to calls, logging and processing calls and allocation of resources to incidents. This role escalates jobs and information in accordance with protocols and in liaison with the Senior Communications Officer.

Reporting line

- Senior Communications Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- High level keyboard skills (minimum 35 wpm typing with 98% accuracy) and experience in Windows applications.
- High level reading, comprehension and short term memory.
- Willingness to work rotational shifts 24/7.




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	Foundational
	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	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> 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	<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
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

NSW Public Sector Capability Framework

Group and Capability

Level

Behavioural Indicators

the introduction and roll-out of new technologies

Version Control

Version

Summary of Changes

Date

V1.0	Position Description translated into Role Description template	00.00.0000
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Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50005199	OCIC - Radio	50005042	OCIC - Radio	50005197	OCIC - Radio	50019750	OCIC - Radio
50004949	OCIC - Radio	50005066	OCIC - Radio	50005211	OCIC - Radio	50650846	OCIC - Radio
50005192	OCIC - Radio	50005112	OCIC - Radio	50005217	OCIC - Radio	50650884	OCIC - Radio
50005193	OCIC - Radio	50005114	OCIC - Radio	50005219	OCIC - Radio	50019800	OCIC - Radio
50019745	OCIC - Radio	50005117	OCIC - Radio	50005221	OCIC - Radio	50004972	OCIC - Radio
50004953	OCIC - Radio	50005124	OCIC - Radio	50005224	OCIC - Radio	50005225	OCIC - Radio
50004954	OCIC - Radio	50005132	OCIC - Radio	50019471	OCIC - Radio	50005128	OCIC - Radio
50004959	OCIC - Radio	50005152	OCIC - Radio	50019511	OCIC - Radio	50005178	OCIC - Radio
50004961	OCIC - Radio	50005156	OCIC - Radio	50019518	OCIC - Radio	50019666	OCIC - Radio
50004965	OCIC - Radio	50005161	OCIC - Radio	50019559	OCIC - Radio	50019691	OCIC - Radio
50004970	OCIC - Radio	50005164	OCIC - Radio	50019583	OCIC - Radio	50004943	OCIC - Radio
50004973	OCIC - Radio	50005170	OCIC - Radio	50019585	OCIC - Radio	50019686	OCIC - Radio
50004978	OCIC - Radio	50005173	OCIC - Radio	50019619	OCIC - Radio	50004969	OCIC - Radio
50004992	OCIC - Radio	50005179	OCIC - Radio	50019633	OCIC - Radio	50005044	OCIC - Radio
50004996	OCIC - Radio	50005180	OCIC - Radio	50019636	OCIC - Radio	50005159	OCIC - Radio
50004999	OCIC - Radio	50005181	OCIC - Radio	50019670	OCIC - Radio	50005167	OCIC - Radio
50005009	OCIC - Radio	50005187	OCIC - Radio	50019697	OCIC - Radio	50005222	OCIC - Radio
50005010	OCIC - Radio	50005189	OCIC - Radio	50019698	OCIC - Radio	50019834	OCIC - Radio
50005013	OCIC - Radio	50005190	OCIC - Radio	50019737	OCIC - Radio	50650845	OCIC - Radio
50005021	OCIC - Radio	50005194	OCIC - Radio	50019740	OCIC - Radio	50004944	OCIC - Radio
50005036	OCIC - Radio	50005196	OCIC - Radio	50019746	OCIC - Radio	50004945	OCIC - Radio

Unclassified

50004948	OCIC - Radio	50004968	OCIC - Radio	50005011	OCIC - Radio	50005034	OCIC - Radio
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50004951	OCIC - Radio	50004976	OCIC - Radio	50005016	OCIC - Radio	50005039	OCIC - Radio
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50004955	OCIC - Radio	50004979	OCIC - Radio	50005019	OCIC - Radio	50005054	OCIC - Radio
50004956	OCIC - Radio	50004980	OCIC - Radio	50005020	OCIC - Radio	50005056	OCIC - Radio
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50004964	OCIC - Radio	50004993	OCIC - Radio	50005029	OCIC - Radio	50005065	OCIC - Radio
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50005095	OCIC - Radio	50005129	OCIC - Radio	50005165	OCIC - Radio	50005200	OCIC - Radio
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50005122	OCIC - Radio	50005151	OCIC - Radio	50005186	OCIC - Radio	50005210	OCIC - Radio
50005123	OCIC - Radio	50005158	OCIC - Radio	50005188	OCIC - Radio	50005213	OCIC - Radio
50005125	OCIC - Radio	50005160	OCIC - Radio	50005191	OCIC - Radio	50005214	OCIC - Radio
50005126	OCIC - Radio	50005162	OCIC - Radio	50005195	OCIC - Radio	50005218	OCIC - Radio
50019469	OCIC - Radio	50019599	OCIC - Radio	50019685	OCIC - Radio	50650858	OCIC - Radio
50019473	OCIC - Radio	50019615	OCIC - Radio	50019690	OCIC - Radio	50650860	OCIC - Radio
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50019530	OCIC - Radio	50019643	OCIC - Radio	50019778	OCIC - Radio	50005038	OCIC - Radio

Unclassified

50019531	OCIC - Radio	50019648	OCIC - Radio	50019798	OCIC - Radio	50005057	OCIC - Radio
50019532	OCIC - Radio	50019654	OCIC - Radio	50019814	OCIC - Radio	50005063	OCIC - Radio
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50019594	OCIC - Radio	50019674	OCIC - Radio	50650851	OCIC - Radio	50005116	OCIC - Radio
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50005183	OCIC - Radio	50005223	OCIC - Radio	50005198	OCIC - Radio	50650868	OCIC - Radio
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