

Role Description

Integrity Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Capability Group
Position Description no	10122-01
Classification/Grade/Band	TAFE Worker Level 6
Senior executive work level standards	Not Applicable
ANZSCO Code	599999
PCAT Code	1221392
Date of Approval	July 2024
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

The Integrity Officer is responsible for supporting in the management of reports of wrongdoing and public interest disclosures; supporting the functions of investigations of wrongdoing, and assisting with the development, maintenance and implementation of fraud and corruption frameworks, policies and procedures. The role also supports the delivery of the integrity assurance strategy and program, mitigation of fraud and corruption and promotion of a culture that supports all TAFE NSW staff to behave ethically.

Key accountabilities

1. Support the intake and maintenance functions of the case management system for suspected fraud and corruption matters, and compliance with Public Interest Disclosures policies. Liaise with reporters and other internal stakeholders as required.
2. Support the functions of investigations staff as required, ensuring proper record keeping is maintained.
3. Support the maintenance of a range of fraud and corruption policies and procedures including conflicts of interest, gifts and benefits, internal reporting, fraud and corruption prevention and investigations, and ensure that policy/procedure arrangements are fit for purpose and reflect best practice.
4. Participate in stakeholder engagement and consultation for fraud and corruption frameworks and support the development, communications and delivery of training and resources aimed at improving ethical knowledge, conduct, and compliance.
5. Provide information and advice on diverse fraud and corruption issues including the application of established relevant statutory requirements, policy, procedural, governance and assurance best practice, and support assessments and investigations of reports of alleged wrongdoing.
6. Administer and maintain registers including conflicts of interest, gifts and benefits, secondary employment, and senior executive private interest declarations, ensuring processes support the needs of diverse business areas, and identify emerging issues from these registers to support improved practice and risk mitigation.
7. Monitor, report and prepare documentation for evaluation purposes on the performance of fraud and corruption frameworks, including meeting both internal and external reporting obligations across TAFE NSW.
8. Perform a key role as Secretariat for various internal reporting channels and functions.
9. Support the operation of governance processes, tools, policies, and administrative systems to ensure compliance with agency standards, policies, and procedures.
10. Support the relationship between TAFE NSW and key external stakeholders, including but not limited to the Independent Commission Against Corruption, NSW Ombudsman, the Audit Office, Office of the Children's Guardian etc, to meet legal reporting obligations and obtain accurate policy and situational advice.
11. Administer the Fraud and Corruption Hotline, Inbox, SharePoint, Intranet pages and agendas including providing timely receipt and response as per policy and procedure.
12. Prepare and manage procurement documentation, for any outsourced services.
13. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
14. Place the customer at the centre of all decision making.
15. Work with the Line Manager to develop meaningful performance development and review plans.

Key challenges

- Balancing competing demands and priorities consistently, given the high volume of work and number of staff seeking services from the team, and the need to address ad hoc requests and unforeseen issues.
- Adapting and assimilating information quickly to ensure accurate advice and outcomes are achieved on a range of policy activities, given the need to maintain consistent and high-level practices across all areas of the organisation.
- Communicating effectively with a range of internal and external stakeholders across diverse locations and business requirements.

Key relationships

Internal

Who	Why
Line manager	<ul style="list-style-type: none">• Receive leadership, advice and support.• Escalate and discuss issues.• Identify emerging issues/risks and provide options for potential solutions.• Provide input and respond to requests for information and briefings.
Integrity team	<ul style="list-style-type: none">• Participate in meetings, share information, and provide input on issues.• Support team members and work collaboratively to contribute to achieving team outcomes.• Develop and maintain effective working relationships and open channels of communication.• Support in coordination and administration of team fraud and corruption matters and activities.
Internal stakeholders	<ul style="list-style-type: none">• Respond to queries, identify needs, communicate services and redirect, escalate, or resolve issues.

External

Who	Why
Other NSW Government/Commonwealth Agencies	<ul style="list-style-type: none">• Support professional networks and relationships across agencies to share ideas and learnings and collaborate on common responses to emerging and/or developing issues.
External Stakeholders	<ul style="list-style-type: none">• Respond to queries, identify needs, communicate services and redirect, escalate, or resolve issues.• Engage with relevant stakeholders to open channels of communication.
Vendors/Suppliers/Consultants	<ul style="list-style-type: none">• Engage and communicate with suppliers to facilitate on-time delivery of projects, products, and services.

Role dimensions

Decision making

- Makes decisions, using good judgment, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Associate Director Integrity

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated experience working in corporate governance, ethics, fraud and corruption investigation and prevention or another field relevant to the role's responsibilities.
4. Demonstrated experience in the development and implementation of governance and/or ethics/integrity related policies, strategies, and standards and/or providing advice on ethical issues.

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.

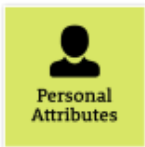
The capabilities are separated into focus capabilities and complementary capabilities.

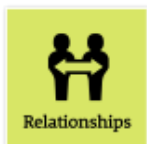
Focus capabilities

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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept

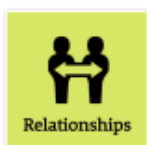


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- 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



Work Collaboratively

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

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

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	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	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
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	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