

# ROLE DESCRIPTION

## Talent Acquisition Advisor

<b>Cluster</b>	Stronger Communities	
<b>Department</b>	NSW Trustee & Guardian	
<b>Division/Branch/Unit</b>	Strategy & Governance	
<b>Location</b>	Parramatta	
<b>Classification/Grade/Band</b>	Clerk Grade 7/8	
<b>Role Number</b>	TBC	
<b>ANZSCO Code</b>	223112	
<b>PCAT Code</b>	1224292	
<b>Date of Approval</b>	23 March 2020	<b>Ref: NSWTG 0158</b>
<b>Agency Website</b>	www.tag.nsw.gov.au	

### Agency overview

NSW Trustee & Guardian (NSWTG) are appointed by a court or tribunal to carry out quality personal trustee and financial management services to over 11,000 people with a disability that affects their capacity to make decisions. The organisation also delivers planning ahead services for people to make their Will, Power of Attorney and Enduring Guardianship Appointments. In our trustee role, NSW Trustee & Guardian also acts as an independent and impartial executor, administrator and/or trustee and attorney. The Public Guardian, through court or tribunal appointment, makes health and lifestyle decisions for people with a decision making disability, while also promoting the rights and interests of people with a disability.

### Primary purpose of the role

Ensure the provision of talent acquisition and assignment services, and expert advice with a focus on customers, service performance, process integrity and capability to ensure the highest standard of talent acquisition services to the organisation.

The role is responsible for identifying, attracting and retaining talent to efficiently and effectively meet changing organisational needs. The advisor may support the life-cycle of the employee, including effective on-boarding and off-boarding. Provide advice and consultation to key stakeholders both internal and external in regards to talent acquisition services for bulk and standard recruitment actions.

### Key accountabilities

- Ensure a positive customer experience to achieve talent acquisition outcomes.
- Promote and ensure the use of agreed methods, tools and knowledge to drive efficiency and consistency in providing services, support and advice on talent acquisition services.
- Support the development and maintenance of knowledge, talent acquisition practices, processes and service level standards for use by colleagues to achieve service outcomes.
- Identify and analyse emerging issues, prepare reports and submissions, and present information to support workforce decision making for management.
- Advise hiring managers on the evaluation of assessments and talent management strategies, and collaborate on modifications as needed to build organisational capability and talent for their business unit.

- Work closely with the Department of Communities and Justice to ensure delivery of a positive experience for candidates, hiring managers and staff.
- Recommend and customise recruitment and assessment processes to enable managers to make informed selections in-line with business planning and capability requirements.
- Support staff through their employment journey, including providing general human resource advice and advising on talent management activities, as required.
- Manage effective on-boarding and off-boarding in consultation with the Principal Department and other stakeholders.
- Provide advice to Directors, the Chief Executive Officer and Executives and Senior Managers within the organisation and ensure outcomes are delivered on time, within budget and to required KPIs.

## Key challenges

- Assisting in the development, supporting and understanding of the organisation's strategic and policy imperatives, operational challenges, and resourcing requirements to ensure talent management strategies and practices processes are integrated effectively into the business unit programs.
- Contributing to the design and advocacy of responsive and practical talent management strategies and issue solutions that meets business needs and customer expectations but does not compromise employment legislation or NSW Public Sector recruitment policy.
- Engaging the business in accepting their role in timely, transparent and fair recruitment and selection activity, workforce planning and career transitions practices on a consistent basis.
- Ensuring effective on-boarding and off-boarding in consultation with stakeholders, given the range of other businesses, areas and people involved.

## Key relationships

Who	Why
<b>Internal</b>	
Senior Manager / Manager	<ul style="list-style-type: none"> <li>• Support the delivery of recruitment and staff selection policies, procedures and operations.</li> <li>• Engage and collaborate to develop solutions to resourcing issues; provide advice on talent management practices and influence the application of new approaches to recruitment.</li> <li>• Provide support in the delivery of recruitment and staff selection policies, procedures and operations.</li> </ul>
Business Units	<ul style="list-style-type: none"> <li>• Provide support in the delivery of recruitment, staff selection policies, procedures and operations, supporting on-boarding and off-boarding.</li> <li>• Contribute to broader unit issues within the organisation.</li> <li>• Escalate issues, keep informed, advise, receive guidance and instructions on matters relating to recruitment policies and procedures.</li> </ul>
Hiring Manager	<ul style="list-style-type: none"> <li>• Support Hiring Manager in the operational recruitment function to ensure effective and efficient recruitment process</li> </ul>
<b>External</b>	
Principal Department	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships to assist in the delivery and coordination of recruitment activity.</li> <li>• Consult and advise on specific recruitment requirements, follow up on progress of recruitment action and exchange information.</li> </ul>

## Role dimensions

### Decision making

The role has autonomy in coordinating and managing their work.

Decisions which are made by the position holder include:

- Makes day to day decisions about work priorities and workload management for self
- Responsible for the quality and integrity of advice, content of reports, submissions, policies, correspondence and briefs provided to clients/customers/stakeholders/managers
- Take ownership for work, being flexible and adaptable, and making suggestions for new policies to improve business performance or address government advertising issues.

The role will seek advice, support and guidance from the Manager on a day-to-day basis.

More complex and contentious matters and decisions that will likely have an impact or a negative reaction from stakeholders will be referred to the Senior Manager.

### Reporting line

The role reports to the Senior Manager

### Direct reports

The role has no direct reports.

### Budget/Expenditure

Nil

## Essential requirements

- Extensive experience in talent acquisition
- Experience of recruitment and selection and understanding of recruitment processes and procedures with a sound working knowledge of fundamental recruitment legislation and best practice
- Demonstrated working experience and skills with HR Systems and/or Recruitment management systems


## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Foundational

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

## Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
 Human Resources	<b>Talent Management</b>	Level 2
	Develop approaches to proactively manage the supply of diverse leaders, talent and capabilities across the organisation	
	<b>Employee Services</b>	Level 1
	Deliver customer focused human resources services to optimise the employment life-cycle experience at an individual and organisational level	

## 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> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Take into account 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/unit goals, strategies and plans</li> <li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/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 achievements and adjust future plans accordingly</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>