Role Description
Adjudication Officer

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Firearms Registry
Location	Murwillumbah
Classification/Grade/Band	Clerk 3/4
ANZSCO Code	224712
PCAT Code	1127292
NSWPF Role Number	RD 6
Date of Approval	01/10/2021
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 17,000 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 four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

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 Adjudication Officer is responsible for assessing and determining the suitability of applicants to hold or continue to hold a firearms or weapons licence, permit or authority. This includes conducting probity assessments and applying legislation to ensure decisions are made in line with relevant guidelines, policy and legislative requirements.

Key accountabilities

- Assess applicants and licence holders, including the assessment of criminal and personal records, in accordance with legislative requirements, policies and procedures with regard to public safety and the public interest.
- Take action to promptly revoke licences where adverse or critical information is received and assessed.
- Analyse, assess, interpret, and resolve issues to ensure regulatory outcomes are met.
- Apply assessment processes to identify and minimise areas of risk.
- Record clear and concise reasoning for decisions made regarding the suitability of applicants to obtain and retain firearms or weapons licence, permits and authorities.
- Prepare high quality written communication that is timely, consistent and concise.
- Contribute to the effectiveness of the Registry by actively promoting teamwork and a consistent approach to decision making.

Key challenges

- Applying legislative and regulatory frameworks within a sensitive environment.
- Maintain current knowledge of relevant legislation, policy and procedures.
- Prioritising workloads in a high volume and time critical environment.

Key relationships

Who	Why
Internal	
Team Leader	• Escalate issues, quality assurance, receive instructions and ensure targets are met
Work Team	• Information exchange, obtain work group perspective, provide support
Operational Police	• Information and advice exchange
External	
Customers	• Information exchange, provide support
Stakeholders	• Information exchange

Role dimensions

Decision making

Decisions made within the delegated authority conferred under the *Firearms Act 1996* and *Weapons Prohibition Act 1998* and in accordance with Commissioners Policies.

Reporting line

- Team Leader - Clerk 7/8

Direct reports

- Nil

Budget/Expenditure

- Nil

Key knowledge and experience

- Highly developed written and verbal communication skills and the ability to adapt to numerous computer systems
- Experience in an analytical and/or legislative environment.

Essential requirements

- Obtain and maintain the requisite security clearances for this position.

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**
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
Results	**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

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	**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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
Personal Attributes	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	Foundational
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	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	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
Business Enablers	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

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template (Eval 27.1.2015)	23.02.2016
V2.0	Minor changes made to contents of role description	08.08.2017
V2.1	Updated command name	03.05.2018
V2.2	Content contemporised and reporting lines updated	21.09.2021
V2.3	Update all the SAP Positions	29.01.2022

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51270504	Firearms	50018666	Firearms	51270498	Firearms	50234083	Firearms
50002042	Firearms	50001916	Firearms	50002347	Firearms	50003356	Firearms
51270501	Firearms	50234082	Firearms	50120171	Firearms	50001941	Firearms
50002936	Firearms	50234076	Firearms	50234079	Firearms	50234081	Firearms
50003054	Firearms	50001564	Firearms	50002995	Firearms	50198332	Firearms
51270500	Firearms	50004750	Firearms	50001917	Firearms	51270502	Firearms
50001859	Firearms	51294958	Firearms	50002232	Firearms	50234084	Firearms