

Role Description

State Inspector



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Better Regulation Division / SafeWork NSW
Classification/Grade/Band	State Inspector 1/2
ANZSCO Code	599599
PCAT Code	1339192
Date of Approval	October 2016 (Updated July 2020)

Primary purpose of the role

Identify, endorse and implement strategic prevention and response activities aimed at positively influencing industry to build capability in developing and implementing workplace strategies that maximise workplace health, safety (WHS), wellbeing and return to work (RTW) outcomes.

Key accountabilities

- Provide strategic leadership and expert advice on prevention and response activities and operational policies within the scope of the organisation's jurisdiction
- Develop and implement strategies to address emerging trends in WHS, Workers Compensation and RTW in order to prevent and manage risk across industry sectors
- Develop and maintain partnerships to build industry and community capability and buy in to improve WHS, workers compensation and return to work outcomes
- Develop, lead, evaluate and report on outcomes of audits, projects and initiatives
- Conduct workplace visits, verification activities, audits and projects ensuring specified timeframes are met
- Prepare clear and concise accountable records including technical reports, statutory notices, policies, ministerial briefing documents and other correspondence
- Convene and facilitate external business forums on behalf of the regulator such as Industry working parties, seminars and presentations

Key challenges

- Providing expert technical advice to guide work, health and safety and return to work improvements in industry and workplaces whilst recognising the economic and social impacts for the customer
- Promoting organisational direction whilst building and maintaining effective relationships with a range of stakeholders with diverse views, priorities and expectations
- Driving team performance and service delivery across a range of functions and levels of expertise to build collaboration, internal capability and best practice

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Develop and provide high level advice, initiatives, recommendations and solutions on policy and operational matters. • Lead and participate positively in discussions and decisions regarding personal and operational performance relating to business unit operations
Work Team	<ul style="list-style-type: none"> • Lead and participate in meetings to share information, provide input and develop innovative solutions. • Drive and integrate the customer centric service model into the business unit operations. • Mentor, advise and coach other staff and team members
Client/Customer	<ul style="list-style-type: none"> • Monitor and analyse customer needs to ensure internal services provided are aligned with business unit operations • Lead the approach to customer centric service delivery in conjunction with Team Leaders • Lead the resolution of high level customer issues and ensure intelligence is used to influence future direction.
Other Better Regulation business units	<ul style="list-style-type: none"> • Support and work alongside other BRD business areas to maintain effective relationships
External	
Customers/ Stakeholders	<ul style="list-style-type: none"> • Monitor and analyse customer needs to ensure external services provided are aligned with business unit operations • Lead the approach to customer centric service delivery in conjunction with Team Leaders • Facilitate the resolution of high level customer issues and ensure intelligence is used to influence future direction.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting Line

Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements




- Regular travel throughout NSW with the occasional interstate travel
- Hold a NSW 'C' class drivers licence with a satisfactory safe driving record and a requirement to maintain the safe driving record throughout employment
- Satisfactory criminal record check
- Satisfactory medical assessment capacity in regard to physical and psychological impacts of the inherent duties of the role
- Hold a Diploma of Government (Workplace Inspection) or required to complete within 12 months of commencement
- Hold an Advanced Diploma of Government (Workplace Inspection) or required to complete within 12 months of obtaining the Diploma of Government (Workplace Inspection)

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/sector-support/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
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Advanced

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	Advanced	<ul style="list-style-type: none"> Remain composed and calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in response to strong contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
Personal Attributes Act with Integrity	Adept	<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
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	<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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for <hr/> <ul style="list-style-type: none"> • Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals