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	51227743
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 five 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. Specialist Support provides an operational support function along with a range of specialised services. The fifth 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)	Escalate issues, keep informed, advise and receive instructions. Provide and receive continuous feedback Ongoing communication
Work Team	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	Coordinate actions as required Monitor, address and/or escalate requests Manage the flow of information, seek clarification and provide advice and responses
External	
Customers	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
Business Enablers	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	• 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	• 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	• 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	• 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 the introduction and roll-out of new technologies

Version Control		
Version	**Summary of Changes**	**Date**
V1.0	Position Description translated into Role Description template	07.02.2017
V1.1	Agency Overview amended and added NSWPF role number	18.12.2017