

# Role Description

## Research & Project Officer



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Human Resources Command, Workforce Safety
Location	Surry Hills
Classification/Grade/Band	Clerk 9/10
ANZSCO Code	531111
PCAT Code	3119192
NSWPF Role Number	RD 808
Date of Approval	15/01/2021
Agency Website	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>

### 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 role is responsible for undertaking the analysis, evaluation and monitoring of NSWPF compensation systems, supporting business objectives to reduce claim costs and minimise the organisation compensation premiums for relevant schemes, reduce complexity and promote business efficiencies. The role drives

projects using effective collaboration with stakeholders and ensures the delivery of high quality and innovative services and change programs.

## Key accountabilities

- Identify current and emerging issues relating to our compensation schemes and processes requiring resolution and provide strategic recommendations to improve and support business objectives.
- Collaborate with stakeholders in defining, designing, and developing business proposals whilst taking into account evolving and emerging best practice and innovative design to assist in meeting objectives.
- Employ the use of data, appropriate methodologies, research and analysis to determine key findings, issues and opportunities from various sources to inform the preparation of briefings, proposals, submissions and reports.
- Provide and negotiate options, recommendations, innovative process and technological solutions in a timely and constructive manner to improve the success of organisational outcomes.
- Identify and initiate research and development opportunities to enhance injury management and compensation services and evaluate novel processes and strategies.
- Prepare and deliver briefings, reports and presentations regarding research and development initiatives to internal and external stakeholders and forums.
- Develop, test and implement business solutions and report on delivery commitments to ensure solutions are implemented as expected and to agreed timeframes.
- Monitor and audit records management systems, processes and databases to ensure claims are managed in accordance with legislation, policy and internal procedures.

## Key challenges

- Build and maintain constructive and professional relationships with internal and external stakeholders to ensure corporate innovation, reform and efficiency services and programs are delivered and aligned to organisational objectives.
- Deliver a range of project management and support services under tight deadlines with limited resources and the need to manage competing priorities.
- Understand complex and sensitive political issues and legislative requirements when undertaking projects.

## Key relationships

Who	Why
<b>Ministerial</b>	
Minister/Treasury	<ul style="list-style-type: none"> <li>• Provide advice on status of claims and costs, policies and projects</li> <li>• Information exchange</li> </ul>
<b>Internal*</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive guidance and provide regular updates on key projects, issues, priorities and business objectives</li> <li>• Provide advice, discuss future direction and contribute to decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> <li>• Escalate sensitive issues</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Provide expert advice on a range of project and business-related issues and strategies</li> <li>• Resolve issues if possible and escalate where necessary</li> <li>• Provides advice to enable outcomes/resolutions and negotiates to ensure compliance with legislation, policies &amp; awards</li> <li>• Information exchange</li> </ul>

Who	Why
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues and escalate where necessary</li> <li>• Engage in, consult and negotiate the development, delivery and evaluation of projects</li> <li>• Information exchange</li> </ul>

## Role dimensions

### Decision making

This role has autonomy to make decisions regarding the prioritisation of day to day functions. The role conducts negotiations; identifies initiatives and makes recommendations in liaison with the supervisor.

### Reporting line

- Manager – Specialist Claims – Clerk 11/12

### Direct reports

- Nil

### Budget/Expenditure

- Nil

## Key knowledge and experience

- Experience in analysing data
- Project management experience

## Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Experience in the application and interpretation of compensation legislation and relevant policies.
- Analyst qualifications or equivalent and/or extensive experience in a related field

## 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	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Keep up to date with relevant contemporary knowledge and practices</li> <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 and maintain a high level of personal motivation</li> </ul>	Adept
	 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> <li>Influence others with a fair and considered approach and present persuasive counter-arguments</li> <li>Work towards mutually beneficial 'win-win' outcomes</li> <li>Show sensitivity and understanding in resolving acute and complex conflicts and differences</li> <li>Identify key stakeholders and gain their support in advance</li> <li>Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise</li> <li>Anticipate and minimise conflict within the organisation and with external stakeholders</li> </ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	Adept
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>	Adept





FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>	Adept

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 <b>Relationships</b>	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	Adept
 <b>Results</b>	Plan and Priorities	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

## Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	21.12.2020

## Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50643494							