

Role Description

Placement Officer



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Shared Services - Placements
Location	Parramatta – Police Headquarters (PHQ)
Classification/Grade/Band	Clerk 3-4
ANZSCO Code	262113
NSWPF Role Number	
Date of Approval*	03/08/2016
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 three function lines, based across a number of locations. Field Operations provide frontline services directly to the community. Specialist Operations provides specialist and technical services, forensic services and counter-terrorism. The third 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 Placement Officer provides administrative support, advice and governance to commands/business units in relation to recruitment submissions and processes.

Key accountabilities

- Provide administrative support and advice in the advertisement and publication of vacancies and opportunities in line with organisational policies and business rules.
- Provide administrative assistance in the redeployment process through internal job matching, placements and secondment opportunities.
- Deliver customer service by performing recruitment process functions which may include (review of submissions and selection reports, publications, online recruitment, and recruitment panels)

- Perform administrative functions to assist in the establishment of new employees
- Maintain a range of administrative functions, including records management across a range of electronic systems and compliance and audit functions, to ensure information is stored accurately, effectively, and accessible.
- Build relationships with internal and external stakeholders to provide efficient and effective service business delivery.
- Prepare recruitment information for managers to inform decisions and selection panel reviews.

Key challenges

- Ability and knowledge to apply relevant policy, legislation and practices and procedures business in responding to requests for recruitment information.
- Manage a range of matters on a daily basis and follow up outstanding issues in a timely and efficient manner within a high volume work environment in accordance with legislation and policy.
- Identify system issues or problems in order to improve recruitment products, services and processes.

Key relationships

Who	Why
Internal	
Manager/Team Leader	<ul style="list-style-type: none"> • Information exchange to inform decision making • Escalate issues, keep informed, advise and receive instructions
Work Team	<ul style="list-style-type: none"> • Information exchange • Support team and work collaboratively to contribute to delivery of business outcomes
Clients/Customers	<ul style="list-style-type: none"> • Respond to enquiries where possible and escalate where necessary • Provides advice to enable correct outcomes/resolutions • Information exchange
External	
Clients/Customers	<ul style="list-style-type: none"> • Respond to enquiries where possible and escalate where necessary • Information exchange

Role dimensions

Decision making

This role has autonomy to make decisions in regards to general work prioritisation and task allocation within electronic recruitment and records management systems in liaison with their coordinator.

Reporting line

- Manager – Clerk 11-12
- Coordinator - Clerk 5-6

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





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

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	Foundational
	Act with Integrity	Intermediate
	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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> 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
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> Work as a supportive and co-operative team member, share information and acknowledge others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep team and supervisor informed of work tasks
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation Understand information, communication and document control policies and systems, and security protocols Comply with policies on acceptable use of technology

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	03.08.2016

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region