

Role Description

Workforce Planning Support Officer



Cluster	Justice
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People & Development
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	599411
Role Number	52015571
PCAT Code	1224692
Date of Approval	31 May 2018
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.

Our Vision: Be the best volunteer emergency service agency in Australia.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

Provides timely, efficient and diverse human resource services, including HR systems maintenance and reporting, preparing and evaluating role descriptions, general administration and provision of advice to support the day to day operations of the Organisational Development Team.

Key accountabilities

- Maintain workforce role data, identify and facilitate opportunities to enhance how information is shared and accessed
- Create, modify and manage role descriptions, job family, talent and career pathway data in the Electronic Document Management and Human Resource Information Systems ensuring a high level of accuracy and data integrity
- Collaborate with Finance unit to maintain an agreed funded staff establishment and support the effective management of Employee Related Costs

- Provide regular and adhoc staff establishment, diversity and membership reports to Senior managers and Directors to support informed decision-making
- Prepare and analyse monthly dashboard data and recommend user friendly enhancements
- Develop role descriptions, evaluate and peer review roles, ensuring compliance with relevant public sector practices and processes
- Ensure that workforce role creation and amendments are supported by the relevant delegations, comply with *Government Sector Employment Act 2013* requirements and facilitate mobility as well as increased diversity and inclusion
- Provide general administration support to the Organisational Development team as required to assist in the efficient delivery of business services

Key challenges

- Maintaining a high degree of accuracy, and respecting confidentiality when using HR and personnel systems when working with tight deadlines
- Maintaining current knowledge of public sector human resource management policies and practices and proactively apply this across multiple priorities

Key relationships

Who	Why
Internal	
Manager Organisational Development and Workforce Planning Analyst	• Receive guidance and support, provide advice, escalate contentious issues and exchange information
Work Team	• Develop and maintain effective working relationships to facilitate the exchange of information
Senior Leaders and Managers	• Provide timely support to enable effective decision-making
SES Staff and Volunteers	• Provide accurate advice and information organisational development policy and practice
External	
Other Government Agencies	• Liaise on cross agency organisational development issues and exchange information

Role dimensions

Decision making

The position operates in a structured work environment that is subject to established policies procedures and practices. Decisions which can be made by the position holder include; prioritising own workload, how to handle or where to refer enquiries to the Branch

Reporting line

This role reports directly to the Manager Organisational Development

Direct reports

There are no direct reports

Budget/Expenditure

Nil

Essential requirements

- Understanding of public sector employment and management legislation, policies and procedures
- Understanding of Human Resource management functions including establishment, recruitment, Human Resource Information Systems, learning and development and organisational development activities
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months



You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
	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 Communicate Effectively	Intermediate	<ul style="list-style-type: none"> 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 Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think & Solve Problems	Intermediate	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • 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