

Role Description

Senior Research & Capability Specialist



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	State Crime Command – Cybercrime Squad, Advanced Capability Unit (ACU)
Location	Sydney
Classification/Grade/Band	CSO5
ANZSCO Code	263111
PCAT Code	1226492
NSWPF Role Number	RD 748
Date of Approval	30/03/2020
Agency Website	www.police.nsw.gov.au

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 Senior Research & Capability Specialist leads the technical research, development, implementation, maintenance and support of the NSWPF Digital Intelligence Support Capability. The role directly supports sworn Police Officers and unsworn Research & Capability Specialists in conducting authorised technical operations and providing digital intelligence support capabilities for NSWPF investigations.

Key accountabilities

- Strictly preserving confidentiality, discretion and secrecy both in regard to ongoing covert operations and actual operational capacity and capability.
- Lead and manage the development of Digital Intelligence Support Capability solutions, both hardware and software, in accordance with approved technical development lifecycle and development frameworks by undertaking technical and functional analysis, design, programming, testing and documenting in the ACU knowledge repository.
- Task and lead short and long-term capability projects and ongoing research for individuals, within designated team structures.
- Establish, implement and monitor information system solutions to monitor the physical and logical security of Digital Intelligence Support Capability solutions and associated secure networks to minimise the risk of disruption, compromise or loss of data.
- Reduce operational risk and improve performance and availability of Digital Intelligence Support Capability through planning and implementing regular system upgrades to enhance reliability, security, service continuity and user experience.
- Maintain comprehensive technical knowledge and provide strategic advice and technical assistance to various NSWPF business units and stakeholders in respect to technical intelligence collection and electronic evidence gathering capability in line with State and Commonwealth legislative frameworks.
- Provide support and direction to capability and technical procurement and contract management, vendor relationships and partner relationships.
- Represent NSW Police Force at industry and capability partner forums to ensure NSWPF maintains leading edge capacity in digital intelligence support capability and evidence collection operations supporting serious and major crime investigations.

Key challenges

- The position requires a passionate 'hands on' approach to operational and technical work and an ability to adapt to a broad variety of technical capability skill sets including software reverse engineering, digital forensics and network analysis.
- Managing the provision of proactive and reactive technical support and balancing the high workload between routine, critical and urgent operational response activities.
- Developing knowledge of the NSWPF covert operations environment and directing how the work of the technical teams fits within broader investigative and covert surveillance capability deployed on major crime and counter terrorism investigation.

Key relationships

Who	Why
Internal*	
Manager / Commander	<ul style="list-style-type: none"> Escalate issues, keep informed, advice and receive instructions. Make recommendations for changes and improvements to operational methodology and technology.
Work Group	<ul style="list-style-type: none"> Inspire and motivate team, work collaboratively to contribute to achieving multiple teams' business outcomes Collaboratively lead projects meetings to obtain the work group perspective and share information. Provide advice and guidance to work group regarding implementation of innovation and best practice. Ensure team members comply with legislation, policies and procedures.
Clients / Internal Customers	<ul style="list-style-type: none"> Provide advice on a range of technical surveillance issues and strategies. Consult regularly to establish ongoing requirements for capability development and innovation. Be highly responsive to client requests for information and advice.
External	
Clients / Partners	<ul style="list-style-type: none"> Provide advice on a range of technical intelligence and evidence collection issues and strategies. Consult regularly to establish ongoing strategies for capability research and innovation. Be highly responsive to client and partner requests for information and advice whilst maintaining confidentiality. Manage vendor and supplier service agreements.

Role dimensions

Decision making

The role has the autonomy including the latitude to plan own work to meet given objectives and processes and make decisions which influence the success of projects and team objectives in liaison with their manager. Operational support will be prioritised by the Research & Capability Manager in regular consultation with the Operations Coordinator.

Reporting line

- Manager, Advanced Capability Unit – Detective Inspector
- Research & Capability Manager - CSO6

Direct reports

- Research & Capability Specialists - various CSO4, CSO3

Budget/Expenditure

- The role has financial delegations in accordance with policy and will assist in managing the overall ACU budget.

Key knowledge and experience

- Demonstrated high level knowledge of software engineering principals and development experience in one or more of the following languages:
C/C++, Python and Java.
- Knowledge of low level system architectures, firmware, operating systems, memory management.
- Demonstrated experience performing a selection of the following:
 - System integration and integration of capabilities into an operational environment
 - Protocol / network traffic analysis
 - Software reverse engineering
 - Penetration testing / Red teaming
 - Client/Server side web application testing/development including knowledge of web technologies and frameworks (AngularJS, Django, HTML, CSS, JavaScript, JQuery)
 - Database technologies (Elastic, Mongo, SQL, Postgres).
- Demonstrated ability to manage, plan and coordinate workloads and resources across diverse resources with differing technical knowledge.

Essential requirements

- Holds or ability to acquire minimum NV2 Security Clearance.
- IT / Engineering / Technical qualifications and demonstrated experience, preferably in a law enforcement context.
- Digital Intelligence Support Capability, Project management experience and/or qualifications

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**.



This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT


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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<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 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders • Demonstrate cultural sensitivity, and engage with and integrate the views of others • Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and culture in which differences are valued • Recognise and manage bias in interactions and decision making 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	Advanced

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 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies 	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks 	Adept
	Optimise Business Outcomes Manage people and resources effectively to achieve public value	<ul style="list-style-type: none"> Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context Monitor performance against standards and take timely corrective actions Keep others informed about progress and performance outcomes 	Adept

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Development & Implementation, Systems Development, Programming / Software Development	Level 5 - PROG
	Development & Implementation, Systems Development, Testing	Level 5 - Test
	Development & Implementation, Systems Development, Systems Design	Level 5 - DESN
	Change & Transformation, Business Change Management, Requirements Definition & Management	Level 4 – REQM








NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Priorities	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	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
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Development & Implementation, Systems Development, Programming / Software Development	Level 5 - PROG
	Development & Implementation, Systems Development, Testing	Level 5 - Test
	Development & Implementation, Systems Development, Systems Design	Level 5 - DESN
	Change & Transformation, Business Change Management, Requirements Definition & Management	Level 4 – REQM

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Skill and Level Description	Level and Code
Development and Implementation, Systems Development	Programming/software Development Takes technical responsibility across all stages and iterations of software development. Plans and drives software construction activities. Adopts and adapts appropriate software development methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Measures and monitors applications of project/team standards for software construction including software security. Contributes to the development of organisational policies, standards, and guidelines for software development.	Level 5 – PROG
Development and Implementation, Systems Development	Testing Coordinates and manages planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme. Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities. Provides authoritative advice and guidance on any aspect of test planning and execution. Defines and communicates the test strategy for the project. Manages all test processes, including test plans, resources, costs, timescales, test deliverables and traceability. Manages client relationships with respect to testing matters. Identifies process improvements, and contributes to corporate testing standards and definition of best practice.	Level 5 - TEST

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	05.07.2018
V1.1	Title change, report line Commander to Manager	20.05.2020
V1.2	Transfer to updated RD Template, Upgrade SFIA, Upgrade Capability , Update Essent Req NV@ Security clear.	06.11.2020

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51273552							