

Role Description

Prosecution Support Officer



Transport
for NSW

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Safety Environment and Regulation/ Compliance and Regulatory Services / Compliance Monitoring
Location	Parramatta
Classification/Grade/Band	USS5
Role Number	Various
ANZSCO Code	531111
PCAT Code	1129192
Date of Approval	July 2019
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a \$51.2bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Primary purpose of the role

The Prosecution Support Officer provides administrative services to support the attendance at TfNSW court matters for prosecution.

Key accountabilities

- Collate resources from relevant business areas within TfNSW, including briefs of evidence, records, certificates and supporting information for prosecuting officers.
- Provide high-level support by assisting internal TfNSW business units, involved in the prosecution or appeals processes compile concise and accurate briefs of evidence for presentation in court.
- Identify and communicate issues identified with court allocation, attendance or scheduling in conjunction with Local and District Court staff in a timely manner.
- Process appeal lodgments received from Local Courts to ensure scheduling of attendance at appeal matters.
- Respond to enquiries from a wide range of stakeholders, including Prosecution Officers, Solicitors, Court Officers, Police and other parties relevant to TfNSW prosecution or appeal matters ensuring that responses are timely and complete.
- Update and maintain up to date court records and data systems, comply with records systems and processes, ensuring that all information is accurate, trackable, stored correctly and accessible.



Key challenges

- Adapting to changing priorities based on revised task assignment or introduction of the introduction of urgent matters ensuring deliverables within new parameters.
- Analysis of legal correspondence and multiple systems to determine outcomes of court matters and ensure accurate and timely record keeping.
- Maintaining up-to-date knowledge of legislation pertaining to court processes, enforcement of relevant laws, applicable case law and business rules in decision making.

Key relationships

Who	Why
Internal	
Manager Prosecution Support	<ul style="list-style-type: none">• Receive guidance and provide regular updates on key finance and procurement issues and priorities• Provide advice on administrative processes and contribute to decision making• Receive instructions and business rules regarding finance matters• Receive guidance and support with performance and service delivery
Customer and Support Services	<ul style="list-style-type: none">• Work collaboratively to contribute to achieving team outcomes
Compliance Operations	<ul style="list-style-type: none">• Day to day support and interactions to ensure delivery of cross-divisional project and programs• Working collaboratively setting and achieving goals within critical time constraints
External	
Local and District court Staff	<ul style="list-style-type: none">• Collaborate and share information• Respond to queries, redirect, escalate or resolve issues within delegation
Law Firms/ Solicitors	<ul style="list-style-type: none">• Share information and provide input on issues• Respond to queries, redirect, escalate or resolve issues within delegation

Role dimensions

Decision making

The role operates with some autonomy within the context of agreed priorities and makes decisions within the limits of delegated authority.

The role is accountable for the delivery of assigned work and defers to the Manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve.

Reporting line

The role reports to the Manager Prosecutions Support

Direct reports

The role has no direct reports

Budget/Expenditure

Nil

Essential requirements





- Knowledge of prosecution and appeal processes in Local Courts and Administrative Decisions Tribunals and general legal terminology.
- Demonstrated understanding of road transport and other relevant legislation, enforcement policies, court procedures and probity issues.
- Demonstrated capacity to exercise a high-level of discretion, confidentiality and political sensitivity in liaising with internal and external stakeholders.
- Possess a valid Australian motor vehicle drivers licence and willingness to work outside regular working hours and travel on occasion.

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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
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 • Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust

Group and Capability	Level	Behavioural Indicators
		<p>plans and schedules when necessary</p> <ul style="list-style-type: none"> • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
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