

Role Description

Intake Officer



Role Description Fields	Details
Cluster	Premier and Cabinet
Department/Agency	Law Enforcement Conduct Commission
Division/Branch/Unit	Oversight Division / Intake and Assessments Team
Role number	
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	
PCAT Code	
Date of Approval	16 July 2024
Agency Website	lecc.nsw.gov.au

Agency overview

The Law Enforcement Conduct Commission (LECC) is an independent body exercising royal commission powers to detect, investigate and expose serious misconduct within the NSW Police Force and the NSW Crime Commission. The LECC also independently monitors and reviews the investigation of complaints by the NSW Police Force and the NSW Crime Commission about the conduct of their officers. In doing so the LECC recognises the primary responsibility of those agencies to investigate and prevent officer misconduct and corruption within those agencies, while providing for the oversight of those functions.

The LECC works collaboratively with the NSW Police Force and the NSW Crime Commission to educate and promote the prevention and elimination of officer misconduct, particularly through the identification of systemic issues that are likely to be conducive to the occurrence of officer misconduct and corruption. The LECC also undertakes independent, real-time monitoring of critical incident investigations undertaken by the NSW Police Force and can make reports on the conduct of critical incident investigations by the NSW Police Force.

Primary purpose of the role

The Intake and Assessment Teams primary function is to assess and manage complaints regarding misconduct by NSW Police Force and NSW Crime Commission officers. This includes assessing all complaints made directly to the LECC, as well as all complaints of a specified class (notifiable misconduct) made to the NSW Police Force and the NSW Crime Commission.

The Intake and Assessment Team makes recommendations and decisions about what action the Commission may take with regard to a complaint. This can include recommending the Commission commence a LECC investigation or refer a complaint to the NSW Police Force / NSW Crime Commission.

The Team is also responsible for assessing whether the NSW Police Force and the NSW Crime Commission have satisfactorily dealt with complaints made to them.

The Intake and Assessments Team sits within the Oversight Division.

The Intake Officer (IO) plays a vital role in the efficient operation of the Intake and Assessment Team. The IO is responsible for managing all complaints received by the LECC in the first instance. This includes handling telephone calls, enquiries, and complaints, as well as entering them onto the LECC computerised case management system. The IO position requires good communication skills (both written and oral), attention to detail, and the ability to multitask effectively. The IO serves as the initial point of contact for individuals seeking assistance or reporting concerns relating to the NSWPF and NSWCC, making their role crucial in ensuring a prompt response by the LECC.

Key accountabilities

- Timely and accurate recording of complaints, enquires and other misconduct information on the appropriate database. This includes updating LECC case management information systems and records management systems to accurately reflect information received and interactions with complainants, informants, or any other relevant complaint information.
- Manage incoming telephone calls relating to making a complaint, an enquiry or providing information to the LECC about the NSW Police Force or the NSW Crime Commission.
- Effectively and respectfully manage unreasonable conduct including distressed and agitated behaviours displayed by complainants, in line with relevant LECC policies.
- Monitor incoming correspondence on existing LECC matters and refer to the appropriate officer for further action.
- Under direction, draft and prepare correspondence, minutes or other records to support the Intake and Assessment Team.
- Under direction, appropriately categorise complaints as misconduct matters and / or notifiable misconduct matters in accordance with the *Law Enforcement Conduct Commission Act 2016*.
- Under direction, conduct preliminary assessments of less serious or complex complaints and misconduct information about the NSW Police Force or the NSW Crime Commission.
- Research and seek guidance from the *Law Enforcement Conduct Commission Act 2016*, internal policies, procedures, and manuals to respond to requests in a professional manner.

Key challenges

- Dealing with large volumes of confidential information in a consistent, diligent, accurate and thorough manner, ensuring compliance to legislative and government processes and requirements.
- Prioritising and completing work in a high-volume work environment within strict timeframes, to contribute to a cohesive, efficient, and positive team structure.
- Displaying initiative in anticipating the requirements of the Intake and Assessments Team creating effective solutions to workload challenges.

Key relationships

Internal

Who	Why
Manager, Assessments	<ul style="list-style-type: none">• Providing day-to-day management• Support and guidance
Team Leader, Assessments	<ul style="list-style-type: none">• Supervising day to day work• Allocating tasks, reviewing complaint handling and decisions making• Support and guidance
Other Intake and Assessment team members	<ul style="list-style-type: none">• Collaborate to share complaints related information.• Provide and receive advice, mentoring and support
Other LECC colleagues	<ul style="list-style-type: none">• Provide advice and recommendations relating to complaints received

External

Who	Why
Members of the Public	<ul style="list-style-type: none">• Receiving complaints• Explaining complaints process
Other like Agencies (ICAC)	<ul style="list-style-type: none">• Complaint and research related purposes• Share and exchange information
NSW Police	<ul style="list-style-type: none">• Review response to LECC recommendations

Decision making

- The IO will receive day to day direction and work allocation from the Manager and / or Team Leaders, Intake and Assessments.
- The IO will make decisions about individual work priorities and workload management within established parameters set by the Manager and / or Team Leaders.
- Exercise sound judgement at all times.

Reporting line

This position reports to the Manager Intake and Assessments.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Ability to analyse information received via telephone or in writing provided by members of the public, public officials, or other external stakeholders.
- Ability to research and interrogate information held on database information systems.
- Demonstrated high level attention to detail skills.
- Good interpersonal, verbal and written communication skills.

- Good telephone manner and the proven ability to convey information over the telephone with clarity and patience.
- Ability to work under pressure and meet deadlines.
- Knowledge of, or the ability to acquire a good knowledge of the *Law Enforcement Conduct Commission Act 2016*, and other relevant legislation, policies and procedures.

Essential requirements

- A probity assessment to establish reliability, trustworthiness, integrity and suitability of employment. In addition, LECC officers are also required to obtain and retain a commonwealth security clearance. The IO requires a security clearance at the Baseline level. The LECC will facilitate the process to obtain this clearance level for the role holder within six months of appointment.

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	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 • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders 	Foundational

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Commit to Customer Service	<ul style="list-style-type: none"> Recognise the importance of customer service and understanding customer needs Help customers understand the services that are available Take responsibility for delivering services that meet customer requirements Keep customers informed of progress and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers Recognise that customer service involves both external and internal customers 	Foundational
	Provide customer-focused services in line with public sector and organisational objectives		
 Results	Deliver Results	<ul style="list-style-type: none"> Seek clarification when unsure of work tasks Complete own work tasks under guidance within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks 	Foundational
	Achieve results through the efficient use of resources and a commitment to quality outcomes		
 Business Enablers	Technology	<ul style="list-style-type: none"> Display familiarity and confidence when applying technology used in role Comply with records, communication and document control policies Comply with policies on the acceptable use of technology, including cyber security 	Foundational
	Understand and use available technologies to maximise efficiencies and effectiveness		

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	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	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Foundational