

# Role Description

## POLICY & GOVERNANCE OFFICER

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	NSW Crime Commission
Division/Branch/Unit	Corporate and Enterprise Services, Office of the Commissioner, Governance Unit
Role number	GO3
Classification/Grade/Band	Clerk 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	224412
PCAT Code	3221311
Date of Approval	February 2024
Agency Website	<a href="https://www.crimecommission.nsw.gov.au/">https://www.crimecommission.nsw.gov.au/</a>

### Agency overview

The NSW Crime Commission is established to investigate and disrupt organised crime and other serious criminal activity and to pursue confiscation of the proceeds of crime. The Commission is structured into several divisions, consisting of operational and support teams.

The Corporate and Enterprise Services Division is responsible for delivering all corporate and enterprise services to support and sustain the core business and functions of the Commission. These services and functions form the basis of the operating model of the Commission. The division comprises of Technology Services, Business Services, Audit, Risk, Governance, People & Culture, Personnel Security and the Office of the Commissioner (OCOM). These services include various business units providing the core corporate and enterprise services and functions.

The Office of the Commissioner supports the Commissioner and Chief Operating Officer (COO) in the delivery of Commission's strategic outcomes, operational objectives and support services. The Governance Unit has diverse responsibilities related to ensuring that the Commission and its staff conduct their affairs appropriately and responding to various measures in place to ensure the accountability and scrutiny of the Commission. The Unit is also responsible for internal audit, risk management and strengthening the Commissions governance arrangements.

### Primary purpose of the role

The Policy and Governance Officer coordinates and undertakes corporate and operational policy development, providing analysis and advice to support the Commission's core business. The role provides an important link

between the work of the Governance Unit and the operational areas of the Commission. The role is also responsible for contributing to the maintenance of compliance arrangements, undertaking projects, research and analysis and preparing reports. The Policy & Governance Officer is the key point of contact for managing complaints made to or about the Crime Commission.

## **Key accountabilities**

- Develop and maintain high quality policies, procedures, manuals and templates to support the governance arrangements of the Commission ensuring consistency and legislative compliance in the way operations are undertaken and update policies in response to legislative change and/or review on a cyclical basis as required.
- Ensure that policies, procedures, manuals and templates are written in a clear and concise manner and are compliant with relevant legislative requirements and adopted policy positions.
- Coordinate a high quality and responsive complaints management process, including assessing complaints, briefing the Executive as required and liaison with external oversight bodies.
- Provide well-researched advice and/or prepare timely, accurate briefs and submissions for consideration by the Commissioner, Chief Operating Officer, Associate Director Strategy & Governance and/or Executive Team.
- Analyse data and collate information for reporting, monitoring and evaluation purposes.
- Undertake projects as required by the Associate Director Strategy & Governance, Chief Operating Officer and Commissioner, including liaising with stakeholders where required.
- Contribute to implementing and monitoring the compliance arrangements and frameworks managed by the Governance Unit including the legislative compliance framework, internal and external database access compliance requirements and NSW Government Administrative Requirements.
- Work as a key member of the Office of the Commissioner in fostering effective communication, information exchange and cooperation amongst team members and undertake administrative and governance related work as required, to ensure that the team delivers results in accordance with requirements.

## **Key Recordkeeping Accountabilities**

- Comply with the Commission's Records Management Policy and relevant statutory requirements.
- Create full and accurate records of business activities, including records of all decisions and actions made during official business.
- Ensure that all records are saved into the Commission's official recordkeeping system.

## **Key challenges**

- Completing tasks within agreed timeframes and to agreed standards whilst managing a number of tasks at various stages of completion; bringing draft material to finalisation and subsequent "sign off" by senior staff.
- Maintaining focus and a high-level attention to detail in developing and documenting operational processes, including ensuring compliance with legislation, procedural accuracy, and concise outputs.
- Building and maintaining effective working relationships with Commission staff that hold the requisite procedural knowledge given their own competing work priorities and at times, diverse viewpoints.
- Demonstrating a high level of integrity, tact, discretion and independence at all times and sharing information appropriately in a team setting whilst maintaining confidentiality and secrecy of certain matters.

## Key relationships

Who	Why
<b>Internal</b>	
<b>Governance &amp; Audit Team Leader</b>	<ul style="list-style-type: none"> <li>• Receive instructions and direction regarding priorities.</li> <li>• Receive guidance on operational and/or business matters.</li> <li>• Receive feedback regarding performance and respond appropriately.</li> </ul>
<b>Associate Director, Strategy &amp; Governance and Chief Operating Officer</b>	<ul style="list-style-type: none"> <li>• Provide specialist, independent and strategic advice, offering own opinion and raising challenging issues, on a range of policy and governance matters.</li> <li>• Receive direction about bespoke projects and strategic advice sought.</li> <li>• Provide briefing notes and/or submissions on matters requiring policy advice or decisions.</li> <li>• Seek approval/sign off of manuals, policies, procedures and templates.</li> </ul>
<b>Commissioner and Executive team</b>	<ul style="list-style-type: none"> <li>• Provide independent advice and support on policy and governance matters with a view to influencing organisational decisions and initiatives.</li> </ul>
<b>Office of the Commissioner Team Colleagues</b>	<ul style="list-style-type: none"> <li>• Share appropriate information regarding corporate, operational and/or business matters.</li> <li>• Respond to requests for information and assistance in a timely and accurate manner.</li> <li>• Coordinator compliance activities with the Internal Audit and Risk Management functions to ensure effective coverage.</li> </ul>
<b>Commission management and staff</b>	<ul style="list-style-type: none"> <li>• Seek information about procedures and processes for inclusion in materials.</li> <li>• Consult and liaise on policy matters requiring resolution.</li> <li>• Collaborate in respect of bespoke projects undertaken at the request of management.</li> <li>• Obtain cooperation in relation to compliance activities.</li> </ul>
<b>External</b>	
<b>Government and Other Law Enforcement Agencies</b>	<ul style="list-style-type: none"> <li>• Request information in relation to similar procedures or processes for research purposes.</li> <li>• Share information as required.</li> <li>• Coordinate agreements and audits as required.</li> </ul>
<b>Oversight Agencies</b>	<ul style="list-style-type: none"> <li>• Respond to requests for information and assistance in a timely and accurate manner.</li> <li>• Provide advice in relation to compliance activities.</li> <li>• Coordinate external audits.</li> </ul>

## **Role dimensions**

### **Decision making**

- Works within a broad framework of legislative requirements and the Commission's goals, plans, policies and priorities.
- Develops and delivers draft material with minimal supervision.
- Exercises independence in setting own short-term goals and priorities, including the day-to-day delivery of outputs.
- Identifies matters requiring escalation and the appropriate process for resolution.
- Decides on the content of submissions, policies, manuals and briefs with limited direction from the supervisor.
- Takes ownership for work, being flexible and adaptable, and makes suggestions for new material to improve the Commission's performance.

### **Reporting line**

The role reports to the Governance & Audit Team Leader.

### **Direct reports**

The role has no direct reports.

### **Budget/Expenditure**

This role exercises delegations in accordance with the Commission's Administrative Authorisations and Delegations as amended from time to time.

### **Essential requirements**

- Tertiary level studies with a strong research background or equivalent relevant experience.
- Excellent analytical, conceptual and problem-solving skills for thinking strategically on key policy and governance issues.
- Excellent writing skills including demonstrated experience drafting reports, correspondence and/or policies.
- Excellent interpersonal, communication, liaison and stakeholder management skills.
- Ability to develop and maintain policies, procedures and manuals through all aspects of the policy-making process, including research, development, consultation, drafting, implementation and review.
- Organisational and project management skills in delivering agreed work outcomes within agreed timeframes.

All roles are underpinned by the Commission's values:

- Integrity
- Professionalism
- Accountability
- Collaboration
- Trust
- Service

## Security Vetting

It is a condition of employment at the Commission that a member of staff obtain and maintain:

- a security clearance issued by the Commissioner, and
- a security clearance issued by the Australian Government Security Vetting Agency that the Commissioner determines is necessary for the position.

This requires providing details of financial interests and other relevant personal and professional information about themselves and their associates. Appointments are subject to attaining appropriate security clearances.

## Capabilities for the role

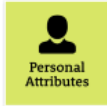
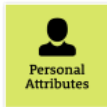
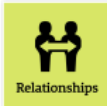
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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.





Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible and adaptable and respond quickly when situations change</li><li>• Offer own opinion and raise challenging issues</li><li>• Listen when ideas are challenged and respond appropriately</li><li>• Work through challenges</li><li>• Remain calm and focused in challenging situations</li></ul>	Intermediate
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Keep up to date with relevant contemporary knowledge and practices</li><li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li><li>• Show commitment to achieving challenging goals</li><li>• Examine and reflect on own performance</li><li>• Seek and respond positively to constructive feedback and guidance</li><li>• Demonstrate and maintain a high level of personal motivation</li></ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Tailor communication to diverse audiences</li><li>• Clearly explain complex concepts and arguments to individuals and groups</li><li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li></ul>	Adept

		<ul style="list-style-type: none"> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Intermediate
	<b>Project Management</b> Understand and apply effective project planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>• Contribute to developing project documentation and resource estimates</li> <li>• Contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate possible variances from project plans</li> </ul>	Intermediate

## 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
 <b>Personal Attributes</b>	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	Intermediate
 <b>Relationships</b>	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 <b>Results</b>	Plan and Prioritise	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	Intermediate
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational