

# **SAFEWORK NSW**

## **Applicant Information Guide:**

**Principal Inspector  
Assistant State Inspector  
State Inspector**

## Introduction

We'd like to take this opportunity to thank you for your interest in working for our organisation.

We encourage you to peruse this **Information Guide** as it provides a range of information in regard to the Better Regulation Division of Department of Finance, Services & Innovation, and our SafeWork Inspector roles. It will also assist you in preparing your application and building your understanding of the capabilities, behaviours and values we are looking for in job candidates.

## What Does This Information Guide Include?

Overview of the Department of Finance, Services & Innovation.....	3
Overview of SafeWork NSW .....	4
Our Cultural Vision .....	4
Work Health and Safety Roadmap .....	4
WHS Roadmap targets .....	5
Our Code of Conduct .....	5
What are the conditions of employment?.....	6
What do our Inspectors do? .....	8
What training are Inspectors required to complete? .....	9
How to apply .....	13
Useful Links for Applicants .....	13
Job Applicant - Application Checklist.....	13
Applicant Requirements .....	14

## Overview of the Department of Finance, Services & Innovation

The Department of Finance, Services and Innovation (DFSI) is a service provider and regulator. DFSI supports better regulation, safe work, sustainable government finances, major public works and maintenance programs, government procurement, information and communications technology, corporate and shared services, consumer protection, administration of State taxation and revenue collection, and NSW land and property administration.

The Department of Finance, Services and Innovation brings together many divisions and business units, including, but not limited to:

- SafeWork NSW
- State Insurance Regulatory Authority
- Commerce Regulator
- Office of State Revenue
- Land and Property Information
- NSW Public Works
- NSW Telco Authority
- NSW Fair Trading
- Property and Housing Group
- Sydney Harbour Foreshore Authority
- Service NSW
- Service Innovation and Strategy
- Corporate and Shared Services

In a changing and competitive environment, we strive to attract the best candidates to contribute to our ongoing success in delivering better outcomes, services and innovation to the people of NSW. Delivering better services to NSW Government, to our customers and to NSW communities guides everything we do and we are proud to bring strong professional and ethical values to all our work.

We encourage creativity and innovation in all our employees and we provide a working environment that fosters trust, responsibility, accountability and success. We offer dynamic and flexible work environments and we work with our employees to understand their career objectives and together plan ongoing development. We respect and value the contributions of all our employees and we recognise the important skills and experiences of people from diverse backgrounds. The Department of Finance, Services & Innovation is an EEO employer and welcomes applications from members across our diverse community.

In joining our organisation our employees are involved in interesting and engaging work and will work alongside talented people leaders and colleagues. They enjoy competitive salary packages, flexible working options that balance operational and personal needs, development opportunities, employee wellbeing programs and, of course, they are provided all necessary personal protective clothing and/or equipment to perform their role.

## Overview of SafeWork NSW

[SafeWork NSW](#) is the state's workplace health and safety regulator focusing on harm prevention and improving the safety culture in NSW workplaces. SafeWork NSW offers advice on improving work health and safety, provides licensing and registration for potentially dangerous work, provides testing services, investigates workplace incidents and enforces work health and safety laws in NSW. The organisation has a number of metropolitan and regional offices across New South Wales.

SafeWork NSW aims to have an appropriate mix of workplace health and safety education, information, compliance and advisory services to support industry's own capacity to improve their workplace safety performance. Our Inspectors focus on establishing ongoing partnerships with industry, while encouraging employers and workers to take ownership of workplace health and safety and injury management. Ensuring the audience understands and can apply advice is critical to achieving improved safety and injury management outcomes.

Our employees' contributions make a positive difference to people's lives.

### Our Cultural Vision

Our cultural vision – SafeWork NSW is a great place to work. Our mission – we work together to build the systems, processes and capabilities needed to achieve our Vision.



### Work Health and Safety Roadmap

Our aims are to protect against harm, reduce unnecessary compliance costs and secure safety standards. We have consulted deeply and widely with stakeholders to agree a path towards our shared vision of healthy, safe and productive lives. The '[Roadmap](#)' has been developed to show the way forward not only for SafeWork NSW, but for every stakeholder, employer and worker in NSW. This collaborative agreement, which keeps safety simple while focusing on the important issues, is a first for our state.

This Roadmap drives state-wide activities for improvement in work health and safety in NSW. It is aimed not only at the regulator, but at peak bodies, associations, community leaders, and each employer and worker. The Roadmap has the Vision – 'Healthy, safe, and productive working lives' – and sets out targets to measure success. Three Action Areas help us achieve these targets. And it is all enabled by a strong commitment from everyone who has an influence on work health and safety in NSW.

## WHS Roadmap targets

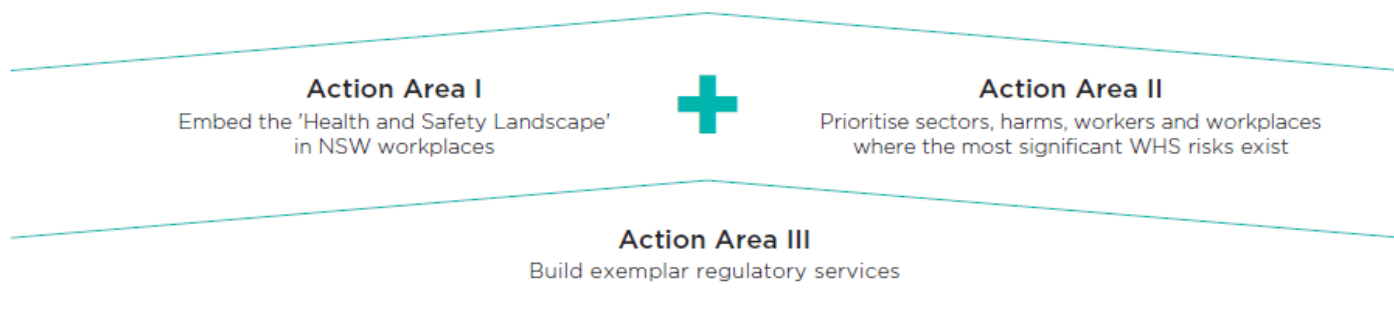
### OUR TARGETS

NSW has met and exceeded the targets of a 20% decline in worker fatalities and a 30% decline in both serious injuries, illnesses and musculoskeletal injury and illness. Accordingly, the Government has set more ambitious targets. By 2022 NSW aims to achieve the following results:



### While working in partnership...

- with the State Insurance Regulatory Authority to improve return to work practices
- with the co-regulators and others to deliver a significant improvement in the ease of doing business in NSW
- within the Department of Finance Services and Innovation to ensure 80% of relevant transactions will be conducted via digital channels by 2022<sup>‡</sup>



### Key Enabler

The sustained commitment to this Vision by peak bodies, associations, community leaders, employers and workers in NSW

\*This decline is measured over ten years from 2012 to 2022.

<sup>†</sup>Serious injury and illness claims include all accepted claims with one week or more time lost due to injury/disease excluding fatalities and journey claims.

<sup>‡</sup>Focus on digital forms and payments, digital workplace systems, online advisory and mobile field services and digital evaluation.

## Our Code of Conduct



The work that we do carries with it an obligation to act in the public interest. It requires standards of professional behaviour and conduct from all employees that promote and maintain public confidence and trust in our work.

A copy of the DFSI Code of Ethics and Conduct is provided to all new employees to establish a common understanding of the obligations and standards of conduct and behaviour expected of each of us.

## What are the conditions of employment?

The conditions of employment for Inspectors are outlined in the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009* and the *Crown Employees (Department of Finance, Services and Innovation – SafeWork NSW Inspectors 2007) Award*.

Both these documents are accessible to employees on commencement.

### Inspector Progression

Inspector progression is a priority for SafeWork NSW and providing opportunities for our Inspectors to grow and develop in the role is critical to our success. As you can see from the table below, there are many promotional opportunities for those looking to advance their career.

Grade
Inspector – Level 1
Inspector – Level 2
Inspector – Level 3
Progression Barrier
Senior Inspector (Level 1)
Senior Inspector (Level 2)
Principal Inspector (Level 1)
Principal Inspector (Level 2)
Assistant State Inspector (Level 1)
Assistant State Inspector (Level 2)
State Inspector (Level 1)
State Inspector (Level 2)

## To be successful in an ongoing role

Internal Candidates – SI roles	External Candidates – SI roles
<p>To be successful in an ongoing <b>SI-State Inspector</b> Role Internal Staff need to obtain: -</p> <ul style="list-style-type: none"> <li>• <b>Advanced Diploma of Government (Workplace Inspection) within 12 months</b> of being appointed to the role (if they do not currently hold the qualification)</li> </ul>	<p>To be successful in an ongoing <b>SI-State Inspector Role</b> External Candidates need to obtain: -</p> <ul style="list-style-type: none"> <li>• The <b>PSP50116 Diploma of Government (Workplace Inspection)</b> and complete the compulsory on-boarding requirements <b>within 12 months</b> consistent with current practice</li> <li>• <b>SI-State Inspectors</b> are required to obtain the <b>PSP60116 Advanced Diploma of Government (Workplace Inspection) within 12 months</b> of obtaining the PSP50116 Diploma of Government (Workplace Inspection)</li> </ul>
Internal Candidates – ASI roles	External Candidates – ASI roles
<ul style="list-style-type: none"> <li>• <b>ASI -Assistant State Inspectors</b> are required to obtain a minimum of <b>10 units of competency</b> towards the <b>Advanced Diploma of Government (Workplace Inspection) within 12 months</b> of being appointed to the role (if they do not already hold the required 10 units of competency)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>ASI -Assistant State Inspectors</b> are required to obtain the <b>PSP50116 Diploma of Government (Workplace Inspection)</b> and complete the compulsory on-boarding requirements <b>within 12 months</b></li> <li>• <b>ASI -Assistant State Inspectors</b> are required to obtain a <b>minimum of 10 units of competency</b> towards the <b>PSP60116 Advanced Diploma of Government (Workplace Inspection) within 12 months</b> of obtaining the PSP50116 Diploma of Government (Workplace Inspection)</li> </ul>
Internal Candidates – PI roles	External Candidates – PI roles
<ul style="list-style-type: none"> <li>• <b>PI – Principal Inspectors</b> are required to obtain a minimum of <b>5 units of competency</b> towards the <b>Advanced Diploma of Government (Workplace Inspection) within 12 months</b> of being appointed to the role (if they do not already hold the required 5 units of competency)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>PI – Principal Inspectors</b> are required to obtain the <b>PSP50116 Diploma of Government (Workplace Inspection)</b> and complete the compulsory on-boarding requirements <b>within 12 months</b></li> <li>• <b>PI – Principal Inspectors</b> are required to obtain a <b>minimum of 5 units of competency</b> towards the <b>PSP60116 Advanced Diploma of Government (Workplace Inspection) within 12 months</b> of obtaining the PSP50116 Diploma of Government (Workplace Inspection)</li> </ul>



SafeWork NSW aims to provide an appropriate mix of work health and safety and return to work education, advise and compliance services to build a person/s conducting a business or undertaking's (PCBUs) capability to meet their work health and safety and injury management obligations.

Our Inspectors will learn how to:

- provide information and advice on the requirements of work health and safety or workers compensation law
- explain the range of SafeWork products and services available to PCBUs and workers
- provide practical advice on how to eliminate or reduce the risk of injury and illness
- investigate and/or verify compliance with legislative obligations
- issue notices or other instructions to secure compliance with legislation.

View the Inspector Role Descriptions applicable to the role you are applying for further information.



# What training are Inspectors required to complete?

## New Inspector Training Program (NITP)

The New Inspector Training Program (NITP) is a 12-month comprehensive training program which prepares new Inspectors to perform the duties required of an Inspector within SafeWork NSW. An integral part of this program is that all new Inspectors undertake training and complete assessments required to successfully gain *PSP50116 Diploma of Government (Workplace Inspection)* qualification.

The training program includes:

- onboarding program
- supervised workplace visits
- specialised technical training
- rotation through a business unit
- field application
- training directly aligned to the requirements of the 12 units of competency within the *PSP50116 Diploma of Government (Workplace Inspection)*.

A breakdown of each part of the training program is listed below:

### Onboarding Program

The onboarding program covers training in:

- the role of the Inspector and the role of SafeWork NSW
- customer service standards and stakeholder engagement skills
- work health and safety, workers compensation and injury management legislations
- investigations training
- SafeWork systems, policies and procedures, including inspector practice

### Supervised workplace visits

The NITP includes supervised workplace visits where new Inspectors observe experienced Inspectors undertaking their role in the workplace. The experienced Inspector will debrief following each visit and discuss with the new Inspector reasons for the action taken and outcomes achieved.

### Specialised technical training

Specialised technical training covers a number of specialist areas including:

- Construction / asbestos and demolition
- Plant and electrical
- Working environment and psychosocial
- Hazardous chemicals / dangerous goods

### Rotation through a business unit

All new Inspectors will undertake a learning placement with Investigations and Emergency Response unit. This rotation allows new Inspectors to gain knowledge and experience with respect to incident and other notifications made to SafeWork. The learning placement enables the new Inspector to gain experience (in a supportive environment) with respect to the application of a nationally agreed framework for the receipt, assessment and determination of notified events.

The placement also allows new Inspectors to develop strong decision making, problem solving, time management, customer service, stakeholder engagement and communication skills – essential skills of an effective Inspector. The placement provides the new Inspector with the opportunity to develop a strong understanding of the types of common incidents and hazards found across the broad range of industries/businesses operating across NSW.

### On the job / field application

At the end of each face-to-face training block (generally two weeks) new Inspectors will work at their allocated office and apply the knowledge and skills gained as well as visiting workplaces within the region or industry. During this time (generally two weeks), new Inspectors continue to be closely supervised by their manager and be provided with guidance and support as they progressively gain experience.

### PSP50116 Diploma of Government (Workplace Inspection) qualification

This part of the training program builds on the knowledge and skills obtained in the onboarding program and induction modules.

The PSP50116 Diploma of Government (Workplace Inspection) is the formal qualification which all new Inspectors are required to complete by the end of their 12 months probationary period. All new Inspectors **MUST** complete this qualification with the SafeWork RTO.

SafeWork NSW has its own registered training organisation (RTO) - SafeWork NSW RTO (RTO Code: 90500) - is responsible for issuing qualifications and statements of attainment against national units of competency. SafeWork RTO requires Inspectors to complete 12 units of competency for the *PSP50116 Diploma of Government (Workplace Inspection)* qualification; consisting of four (4) core units and eight (8) elective units of competency.

The units of competency are listed below.

Unit Code	Unit name
PSPETH003	Promote the values and ethos of public service
PSPGEN047	Promote diversity
PSPGEN054	Use complex workplace communication strategies
PSPLEG003	Promote compliance with legislation in the public sector
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
PSPWPI001	Evaluate workplace legislative compliance
PSPWPI002	Facilitate improvement in workplace legislative performance
PSPWPI003	Investigate possible breaches of workplace legislation
PSPMGT007	Manage risk
PSPGEN044	Develop client services
PSPGEN046	Undertake research and analysis
PSPGEN065	Interpret data and related statistics

Each of these units have been developed by subject matter experts in the business and include real workplace examples to ensure training is relevant and application on the job is increased.

## Recognition of Prior Learning

The SafeWork RTO provides all Inspectors with an opportunity to gain recognition of prior learning (RPL) for existing knowledge, skills and experience against nationally recognised units of competency within the *PSP50116 Diploma of Government (Workplace Inspection)*. If you are considering RPL, the above units can be viewed on the national training database [www.training.gov.au](http://www.training.gov.au). You will need to consider whether workplace documents or any other evidence can be obtained from any previous employers.

It is important to remember that evidence required for RPL needs to be current (within the last five years), valid (evidence submitted is relevant to the unit of competency), sufficient (enough evidence to demonstrate your competency) and authentic (proof that it is your own work). Evidence may include:

- Workplace documents e.g. reports, emails, minutes of meeting etc
- Third party report – completed by your line manager or someone who can verify your performance. This could be further supported by your position description
- Testimonials / awards
- Training records – which helps build your current knowledge in a particular area
- Formal qualifications

## Assessments

The assessments required for the *PSP50116 Diploma of Government (Workplace Inspection)* are attained progressively throughout the 12-month period. Assessment methods include:

- field based observations / assessments
- workplace samples
- assignments
- short answer questions
- case studies
- reports
- mock investigations

## Structure and duration of the program

The training program includes both formal classroom training and on-the-job skills development. The length of the formal training program is 30 weeks. Generally, the format of the program uses a blended approach to training which is a combination of face to face training (generally a two weeks block) followed by working on the job (generally a two weeks block). The program is divided into the following key components:

- |          |   |
|----------|---|
| 16 weeks | Face-to-face training, incorporating onboarding to the role of the Inspector, specialist technical training, and training aligned to the <i>PSP50116 Diploma of Government (Workplace Inspection)</i> qualification |
| 13 weeks | On the job skills development / supervised field visits   |
| 1 week   | Work placement in Investigations and Emergency Response unit  |

Attendance at training sessions is mandatory and new Inspectors are to complete all required learning activities and assessments as identified in the training program.

## Training locations

New Inspectors are required to attend training and the training venues may include: Gosford, Baulkham Hills, Liverpool and Londonderry SafeWork NSW offices.

Opportunities for workplace visits and visits to specialist facilities are arranged throughout the program. When training is conducted away from the new Inspector's home office, all travel and accommodation expenses are paid for by SafeWork NSW.

## Support provided

While completing the 12-month training program, support and information is provided to new Inspectors from:

- trainers / assessors
- managers
- mentors
- team members
- SafeWork RTO team

## PSP60116 Advanced Diploma of Government (Workplace Inspection)

Unit Code	Unit name – Core Units
PSPETH004	Maintain and enhance confidence in public service
PSPGEN066	Apply government systems
PSPGEN067	Establish and maintain strategic networks
PSPLEG004	Manage compliance with legislation in the public sector
PSPMGT004	Manage diversity
PSPPCY010	Manage policy implementation
Unit Code	Mandatory Elective Units – (Workplace Inspection Stream)
BSBWHS601	Apply legislative frameworks for WHS
PSPWPI004	Improve compliance through industry partnerships
PSPWPI005	Investigate complex issues
PSPWPI006	Manage emerging issues
PSPWPI007	Represent and promote the organisation
PSPMGT007	Manage risk
Unit Code	Elective Units – Choose only three (3)
PSPREG027	Manage regulatory compliance
PSPREG028	Evaluate regulatory compliance
PSPREG029	Manage and lead inspection and monitoring programs
PSPGEN045	Coordinate resource allocation and usage
PSPGEN057	Develop and use political nous
PSPGEN075	Build and maintain community relationships
PSPREV002	Undertake legislative decision making
TAEDEL401	Plan, organise and deliver group-based learning
TAEDEL404	Mentor in the workplace
BSBCMM401	Make a presentation

## How to apply

### Useful Links for Applicants

For tips and information on applying for a role in the NSW Public Service, please review the following:

- [Public Service Commission Employment Portal](#) for general information regarding the recruitment and selection process
- Click here for information regarding [Applying for a role in the NSW Public Service](#) including Fact Sheets relating to online assessments and interviews

### Job Applicant - Application Checklist

Background Preparation	Tick
Have you set yourself a reminder of the closing date/time to submit an application? For example, a reminder on your mobile phone or outlook calendar.	
Have you fully read the Information Guide?	
Have you visited the Useful Links?	
Have you perused the role description?	

### Drafting Your Resume

Have you included achievements in your resume that address the key requirements of the role? Please note a cover letter is not essential.	
Have you listed the names of at least two (2) referees in your resume, <i>including</i> a telephone contact number and email address for each referee? Are they current or recent supervisors? Please note we will contact you after interview to discuss our intentions to contact your referees. We will not contact your referees without your knowledge.	

### Submitting Your On-line Application

Please apply via the "I work for NSW" website <a href="https://iworkfor.nsw.gov.au/">https://iworkfor.nsw.gov.au/</a> by the closing date/time on the advertisement	

## Applicant Requirements

**Current unrestricted NSW drivers licence** – applicants reaching the panel interview phase will be required to provide to the panel a copy of their current Driver History Record. This is available at a reasonable cost from Service NSW. Applicants are expected to personally meet the cost of this document.

**Satisfactory national criminal record** – applicants will be required to consent to a national criminal record check. This will be organised through Fit2Work and requires completion of a formal consent form and submission of a copy of photo ID. If you have a criminal record this will not automatically prevent you from being employed. It will depend on what the offence was, when it occurred and its relevance to the type of work you will be doing. SafeWork will consider all these factors before making a decision.

**Satisfactory health** – while the work of an Inspector is very rewarding and engaging, on occasion you may be in circumstances in the field where the following relate –

- manual handling requirements
- working in confined spaces
- working from heights
- working around dust and/or air pollutants
- working in close proximity to injured workers
- working with agitated individuals

To this end, SafeWork will, prior to offer, conduct a medical assessment, having regard to reasonable adjustments, on applicants being considered for an Inspector vacancy. This will be organised by SafeWork and will assess aspects such as (but not limited to) lung capacity, musculoskeletal capacity, personal capacity to handle trauma and general health.

**Ability to travel, work remotely and out of usual business hours**– Inspector roles are inherently field based and recruits will need to undertake regular travel. Your work will require you to work on your own in the field. In addition, Inspectors on occasion are required to be ‘on call’ and to work outside of usual office hours, including at night and on weekends.

**Satisfactory Conduct & Services Check** – for all applicants who currently work within the NSW Government Sector and who are successful in being moved on to the post-interview “next steps”, a service check with their current agency will be conducted. The services check will verify current employment status and salary details, and seek feedback on attendance (including sick leave) and conduct over the past five (5) years.

**Education qualification check** – if formal qualifications are a requirement of the role formal verification of these qualifications will be undertaken by Fit2Work on behalf of SafeWork. This requirement be outlined in the role description or the job advertisement.

See below as a guide to assist you applying for a role - relevant qualifications and relevant industry experience

	<b>Hazardous Chemicals &amp; Safety Management Audits</b>	<b>Health and Return to Work</b>	<b>TestSafe and Engineering</b>
<b>Relevant Qualifications</b>  <b>* As a guide only and applicable to Principal Inspector (PI), Assistant State Inspector (ASI) and State Inspector (SI) roles</b>	<p>Equivalent Relevant Qualifications in a related field or above in these fields -</p> <p><b>Dangerous goods</b> Chemical Engineering, Engineering, Science/Applied Science (Chemistry)</p> <p><b>Safety management auditing</b> OHS/WHs Lead Auditor/Inspection – safety management systems</p>	<p>Equivalent Relevant Qualifications in a related field or above in these fields Science, Applied Science, Health Sciences, Occupational Rehabilitation, Workers Compensation, Injury Management, Ergonomics, Human Factors, Work Health and Safety &amp; Human Movement and Nutrition</p>	<p>Equivalent Relevant Qualifications in a related field or above in these fields Civil, Mechanical or Electrical Engineering</p>
<b>Relevant Industry Experience</b>  <b>*Regulator Experience (highly regarded)</b>	<p>Hazchem, Dangerous Goods, Explosives, Safety, Management Systems Auditing, Lead Auditing, as determined by the panel</p>	<p>Health, Insurance, Physiotherapy, Ergonomics, experience in complex work environments such as foundry's- as determined by the panel</p>	<p>Electrical designer installation, Construction industry, Mechanical Plant and equipment Electro mechanics, as determined by the panel</p>

**Good Luck with your application!**



# Role Description

## State Inspector

Cluster	Finance, Services & Innovation
Department/ Agency	Department of Finance, Services & Innovation (DFSI)
Division/ Branch/Unit	Better Regulation – SafeWork NSW
Classification/Grade/Band	State Inspector 1/2
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	October 2016

### Primary purpose of the role

Identify, endorse and implement strategic prevention and response activities aimed at positively influencing industry to build capability in developing and implementing workplace strategies that maximise workplace health, safety (WHS), wellbeing and return to work (RTW) outcomes.

### Key accountabilities

- Provide strategic leadership and expert advice on prevention and response activities and operational policies within the scope of the organisation's jurisdiction
- Develop and implement strategies to address emerging trends in WHS, Workers Compensation and RTW in order to prevent and manage risk across industry sectors.
- Develop and maintain partnerships to build industry and community capability and buy in to improve WHS, workers compensation and return to work outcomes.
- Develop, lead, evaluate and report on outcomes of audits, projects and initiatives.
- Conduct workplace visits, verification activities, audits and projects ensuring specified timeframes are met.
- Prepare clear and concise accountable records including technical reports, statutory notices, policies, ministerial briefing documents and other correspondence.
- Convene and facilitate external business forums on behalf of SafeWork NSW such as Industry working parties, seminars and presentations.

### Key challenges

- Providing expert technical advice to guide work, health and safety and return to work improvements in industry and workplaces whilst recognising the economic and social impacts for the customer.
- Promoting organisational direction whilst building and maintaining effective relationships with a range of stakeholders with diverse views, priorities and expectations.
- Driving team performance and service delivery across a range of functions and levels of expertise to build collaboration, internal capability and best practice.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>▪ Develop and provide high level advice, initiatives, recommendations and solutions on policy and operational matters.</li><li>▪ Lead and participate positively in discussions and decisions regarding personal and operational performance relating to business unit operations</li></ul>
Work Team	<ul style="list-style-type: none"><li>▪ Lead and participate in meetings to share information, provide input and develop innovative solutions.</li><li>▪ Drive and integrate the customer centric service model into the business unit operations.</li><li>▪ Mentor, advise and coach other staff and team members</li></ul>
Client/Customer	<ul style="list-style-type: none"><li>▪ Monitor and analyse customer needs to ensure internal services provided are aligned with business unit operations</li><li>▪ Lead the approach to customer centric service delivery in conjunction with Team Leaders</li><li>▪ Lead the resolution of high level customer issues and ensure intelligence is used to influence future direction.</li></ul>
Other Better Regulation business units	<ul style="list-style-type: none"><li>▪ Support and work alongside other BRD business areas to maintain effective relationships</li></ul>
<b>External</b>	
Customers/ Stakeholders	<ul style="list-style-type: none"><li>▪ Monitor and analyse customer needs to ensure external services provided are aligned with business unit operations</li><li>▪ Lead the approach to customer centric service delivery in conjunction with Team Leaders</li><li>▪ Facilitate the resolution of high level customer issues and ensure intelligence is used to influence future direction.</li></ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments within legislative requirements, on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

### Reporting Line

Various

## Direct reports

Nil

## Budget/Expenditure

As per DFSI Financial Delegations

## Essential requirements

- Required qualifications in accordance with relevant employment Awards
- Satisfactory criminal record check
- Satisfactory medical assessment capacity in regard to physical and psychological impacts of the inherent duties of the role
- Regular Intra-state travel
- Occasional interstate travel
- Hold a NSW 'C' class drivers licence





## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

## 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	Advanced
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Advanced</b>

## 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
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Maintain a high level of personal motivation</li> <li>Take the initiative and act in a decisive way</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage varied audiences and test levels of understanding</li> <li>Translate technical and complex information concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> <li>Actively listen and encourage others to contribute inputs</li> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in a range of styles and formats</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts</li> <li>Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>Implement effective stakeholder engagement and communications strategy for all stages of projects</li> <li>Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>Develop effective strategies to remedy variances from project plans, and minimise impacts</li> <li>Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> </ul>

