Role Description
Executive Officer

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Various
Location	Various
Classification/Grade/Band	Clerk 5-6
ANZSCO Code	521111
PCAT Code	1127292
NSWPF Role Number	
Date of Approval	30/06/2016
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a '*Safe and Secure New South Wales'*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 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 ensuring that the work for which their position is responsible is carried out in ways which safeguard the health and safety of all workers.

Primary purpose of the role

The Executive Officer provides executive level administrative support to the Command/Business Unit and the management of administrative procedures relating to complaint and disciplinary matters.

Key accountabilities

- Manage, coordinate and maintain a range of administrative functions, including records management across a range of electronic systems and compliance and audit functions, to ensure information is stored accurately, effectively, and accessible.
- Monitor, analyse, review and prepare responses to correspondence in accordance with corporate guidelines, policy and legislation and ensure responses are completed within required timeframes.
- Build relationships with internal and external stakeholders to provide efficient and effective service business delivery.
- Provide sound advice to senior management in line with established organisational policies, relevant legislation and public sector policies and guidelines.
- Facilitate executive level administrative functions to assist commanders/managers and senior management in areas such as complaints management, awards and recognition.
- Deliver customer service executive level administrative services to ensure the effective operation of the command/business unit.
- Assist with the supervision of General Administrative Support Officers and their administrative functions.

Key challenges

- Ability and knowledge to apply relevant policy, legislation and practices and procedures in responding to requests for information.
- Ability to operate with strict confidentiality of investigations, databases, complaint records and other administrative systems.
- Manage a range of matters on a daily basis and follow up outstanding issues in a timely and efficient manner within a high volume work environment in accordance with legislation and policy.

Key relationships

Who	Why
Internal	
Commander/Manager/Senior Management	- Information exchange to inform decision making - Escalate issues, keep informed, advise and receive instructions regarding complaint matters.
Local Area Manager	- Escalate issues, keep informed, advise and receive instructions. - Provide and receive continuous feedback
Clients / Customers	- Information and exchange of advice - Respond to enquiries where possible and escalate issues where necessary
External	
Clients/Customers	- Information exchange and advice - Respond to enquiries where possible and escalate issues where necessary

Role dimensions

Decision making

The Executive Officer has autonomy in the co-ordination of administrative functions across the command in a quality controlled environment in liaison with their manager/commander.

Reporting line

This role may, depending on the command/business unit, report to:
- Manager – HR or Professional Standards – Inspector
- Business Manager – Clerk 11-12
- Local Area Manager – Clerk 9-10

Direct reports

- Nil

Budget/Expenditure

This role has financial delegation.

Essential requirements

- Obtain and maintain the requisite security clearances for this position.

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	Foundational
	Act with Integrity	**Adept**
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Foundational
	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	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Plan and Prioritise	Intermediate	• 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 plans and schedules when necessary • 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
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• 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

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description	30.06.2016
V1.1	Updated Role Description name to 'Executive Officer' and amended Agency Overview	31.05.2017
V1.2	Added NSWPF role number	22.09.2017
V1.3	Remove Budget/Expenditure add "this role has a financial delegation, Delete NSWPF role number,overview/cluster	19.02.2020

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51227751							