

Role Description

Director - Corporate Platform Services



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Technology Command
Location	Various
Classification/Grade/Band	SE Band 1
Senior Executive Work Level Standards	Work Contribution Stream: www.psc.nsw.gov.au/wls
ANZSCO Code	135199
PCAT Code	3226392
NSWPF Role Number	RD 1011
Date of Approval	02/04/2024
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 17,000 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 identifying, assessing, prioritising, and controlling health and safety risks, and ensuring that safe systems of work are developed, documented, and followed by staff and contractors through appropriate training, supervision, and monitoring.

Primary purpose of the role

The role is responsible for leading corporate platform management projects and services across NSWPF. Providing vision, strategy, and leadership, with responsibility for the development of roadmaps, forward planning and providing strategic oversight of NSWPF corporate platforms.

Key accountabilities

- Model platform accountability by leading and influencing a set of application platform disciplines, ensuring collaborative operation, creating 24/7 availability of service delivery
- Provide leadership, direction and management to all application platform owners to form a roadmap and defined set of services in alliance with Enterprise Architecture. This includes the delivery of a combined annual operational plan, detailed monthly transformational and incremental change initiatives, uplifting capability and product lifecycles
- Drive continuous improvement by measuring operational performance and customer satisfaction, leading internal management and closely governing external Service Provider or Vendor service level agreements to ensure services meet evolving NSWPF requirements
- Lead end to end risk management by analysing risk in line with available frameworks to mitigate and resolve exposures
- Maintain financial oversight across the Application Platform, formally identifying required investments, risks and issues keeping up to date with industry trends and within budget
- Provide subject matter expert advice and act as an escalation point whilst influencing and leading teams, driving a high-performance culture consistently identifying, upskilling, and retraining talent
- Represent and adhere to all relevant NSWPF standards, policies, procedures, and governance frameworks, ensuring alignment with the technology and NSWPF strategies and priorities
- Strategically manage product lifecycle and technology capabilities to ensure cost-effectiveness and sustainability.

Key challenges

- Manage client expectations and deliver outcomes to agreed targets and timeframes
- Identify and address complex technical service delivery issues and provide alternate solutions based on well considered and balanced assessment of the facts and consequences
- Assess and respond to the impact of changes in the operating environment ensuring a high level of integration with NSWPF's strategic directions.

Key relationships

Who	Why
Internal	
Commander/Superintendent	<ul style="list-style-type: none"> • Provide expert strategic and technical advice to the Commander to influence decisions regarding ICT initiatives and innovation
Work Team	<ul style="list-style-type: none"> • Inspire, guide, support and motivate team, provide direction, and manage performance • Encourage team to work collaboratively to contribute to achieving the team's business outcomes • Lead discussions and decisions regarding innovation and best practice
Clients/ customers	<ul style="list-style-type: none"> • Provide strategic advice for improvement related to business systems • Resolve issues and provide solutions to problems

Who	Why
External	
Vendors, Partners and / or third-party suppliers	<ul style="list-style-type: none"> Develop strategic engagement frameworks, negotiate contracts and service agreements
Other government and non-government agencies	<ul style="list-style-type: none"> Work collaboratively on community facing solutions

Role dimensions

Decision making

The role has autonomy to make decisions regarding the operational and task management of the business unit and provides advice and decisions on key issues in liaison with the Director.

Reporting line

- Commander - Application Platform Services – Superintendent

Direct reports

- Change Manager – Clerk 11/12
- Computer Systems Officer – CSO5
- Officer – Clerk 7/8
- Computer Systems Officer – CSO4
- Computer Systems Officer – CSO3

Budget/Expenditure

- Nil

Key knowledge and experience

- In-depth knowledge of Information Technology Applications (inc. Software as a Service), software development, and emerging technologies relevant to corporate platforms
- Experience with integrating various software systems and platforms within a large organisation

Essential requirements

- Obtain and maintain the requisite security clearances for this position
- Relevant tertiary qualification in information technology or computer science and/or extensive relevant practical experience.

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
 <p>Personal Attributes</p>	<p>Act with Integrity Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical, and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies, and guidelines 	Advanced
 <p>Relationships</p>	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches • Ensure that the organisation's systems, processes, policies, and programs respond to customer needs 	Advanced
	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication, and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	<p>Think and Solve Problems</p> <p>Think, analyse, and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process, and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies, and programs against clear criteria 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Support research and expert advice on the application of emerging technologies to achieve organisational outcomes • Ensure that effective governance frameworks are in place to efficiently and effectively apply technology within the organisation • Establish effective governance to ensure organisational compliance with cyber security and acceptable use of technology policies • Critically assess business cases supporting the introduction of technology to improve the organisation's efficiency and effectiveness • Ensure that effective policy and procedures are in place for records, information, and knowledge management to meet government and organisational requirements 	Highly Advanced
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability, and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives 	Advanced

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category, and Skill	Level and Code
	Relationship and Engagement, Stakeholder Management, Stakeholder Relationship Management	Level 5 - RLMT
	Strategy and Architecture, Strategy and Planning, Enterprise and Business Architecture	Level 5 - STPL
	Strategy and Architecture, Governance, Risk and Compliance, Risk Management	Level 6 - BURM
	Delivery and Operation, Technology Management, Technology Service Management	Level 5 – ITMG
	Strategy and Architecture, Strategy and Planning, Information Systems Coordination	Level 6 – ISCO
	Strategy and Architecture, Security and Privacy, Information Security	Level 5 - SCTY








NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Adept
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Advanced
	Project Management	Understand and apply effective planning, coordination, and control methods	Advanced
	Inspire Direction and Purpose	Communicate goals, priorities, and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Advanced
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	Skill and Level Description	Level and Code
Relationship and Engagement, Stakeholder Management	Stakeholder Relationship Management Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders. Acts as a single point of contact by developing, maintaining, and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information.	Level 5 - RLMT
Strategy and Architecture, Strategy and Planning	Enterprise and Business Architecture Develops models and plans to drive the execution of the business strategy, taking advantage of opportunities to improve business performance. Contributes to creating and reviewing a systems capability strategy which meets the business's strategic requirements. Determines requirements and specifies effective business processes, through improvements in technology, information or data practices, organisation, roles, procedures, and equipment.	Level 5 - STPL
Strategy and Architecture, Governance, Risk and Compliance	Risk Management Plans and manages the implementation of organisation-wide processes and procedures, tools, and techniques for risk management. Considers organisation-wide risk and mitigation activities within the context of business risk as a whole and the organisation's appetite for risk. Provides leadership on risk management at the organisational and business levels.	Level 6 - BURM



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Version Control

Version	Summary of Changes	Date
V1.0	New Role Description created for new role	02.04.2024

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
	TC						