

Role Description

Adjudication Officer



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Security Licensing & Enforcement Directorate (SLED)
Location	Police Headquarters (PHQ), Parramatta
Classification/Grade/Band	Clerk 5/6
ANZSCO Code	531111
PCAT Code	1119192
NSWPF Role Number	
Date of Approval	21/04/2020
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 following all NSWPF health and safety policies and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Adjudication Officer is responsible for assessing and determining the suitability of applicants for, and holders of, a variety of occupational licences to be granted or to retain such licences. The role also assists, and prepares material for, the defence of appeals of such decisions.

Key accountabilities

- Assess applicants and licence holders, including assessment of criminal records, intelligence reports, training records, associate details and interstate licences, in accordance with legislative requirements, policies and procedures with regard to public safety and the public interest.
- Prepare complex and sensitive correspondence and submissions in relation to adjudication decisions and related issues.
- Provide information and advice to legal counsel and appear and give evidence, if necessary, in relation to appeals lodged with administrative tribunals or courts.
- Take action to promptly revoke licences where adverse or critical information is received and assessed.
- Identify and refer, with recommendations, complex or contentious matters to management for consideration.

Key challenges

- Build strong, productive and professional relationships with internal and external stakeholders in order to provide effective probity assessment services.
- Develop and maintain knowledge and understanding of the legislative framework to ensure that adjudication decisions can sustain public, governmental, judicial and industry scrutiny.
- Manage workload with competing priorities in order to meet agreed timeframes.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues, priorities and business objectives. • Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions. • Escalate sensitive or complex issues.
Work Team	<ul style="list-style-type: none"> • Support team and work collaboratively to contribute to delivery of business outcomes. • Information exchange.
Other SLED Teams and other NSWPF Commands	<ul style="list-style-type: none"> • Provide advice and guidance. • Resolve issues where possible and escalate where necessary. • Information exchange.
External	
Clients/Customers	<ul style="list-style-type: none"> • Provide advice and guidance. • Resolve issues where possible and escalate where necessary. • Information exchange.

Role dimensions

Decision making

This role has autonomy to make decisions regarding daily activities in accordance with priorities set by the Manager and legislated timeframes. The role makes recommendations to management regarding discretionary decisions to refuse applications or revoke licences.

Reporting line

- Manager, Adjudication - Clerk 9/10

Direct reports

- Nil

Budget/Expenditure

- Nil

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	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focussed in the face of challenging situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> 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
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> 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 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 template	13.02.2020

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50832142	SLED	50832143	SLED	50832144	SLED	50835362	SLED
50835366	SLED	50835368	SLED	50835370	SLED	50835372	SLED
51270615	SLED						