

Role Description

Principal Inspector



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Better Regulation Division / SafeWork NSW
Classification/Grade/Band	Principal Inspector 1/2
ANZSCO Code	599599
PCAT Code	1339192
Date of Approval	October 2016

Primary purpose of the role

Identify, plan and deliver work, health and safety (WHS), wellbeing, worker's compensation and return to work (RTW) strategies through the provision of information, advice, assistance, education, compliance and enforcement services that contribute to the reduction of harm and/or improved support for injured or ill workers in NSW workplaces; and to health and safety improvements in industry and workplaces.

Key accountabilities

- Provide expert technical and operational advice to industry, workers and other stakeholders on legislative risk management and return to work principles
- Conduct complex investigations and resolve issues through the provision of timely incident response services
- Identify non-compliance with legislation and recommend appropriate strategies to enable person's conducting or undertaking a business to achieve compliance
- Convene and facilitate external business forums on behalf of SafeWork NSW such as Industry working parties, seminars and presentations
- Conduct workplace visits, verification activities, audits and projects ensuring specified timeframes are met
- Prepare accountable records including technical reports, statutory notices, policies, briefing documents and other correspondence
- Identify emerging WHS trends and issues, recommend and contribute to development and review of technical and operational policies, procedures, documents and interventions

Key challenges

- Managing situations of conflict whilst balancing stakeholder interests to ensure work health and safety and/or return to work outcomes are achieved

- Providing recommendations that contribute to safety system improvements and/or return to work practices in industry and workplaces, whilst recognising and accounting for the economic and social impacts for business
- Building and maintaining strong stakeholder relationships by promoting and influencing the implementation of SafeWork NSW's direction and programs, recognising stakeholders with diverse levels of understanding and competing priorities

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Provide advice and recommendations on policy and operational matters. • Participate positively in discussions and decisions regarding personal performance and issues relating to business unit operations
Work Team	<ul style="list-style-type: none"> • Participate in meetings to share information and provide input on issues • Contribute improvements to the business unit objectives • Mentor, advise and coach other staff and team members • Provide expertise, advice and assistance to divisional staff and management on workplace hazards and operational issues
Client/Customer	<ul style="list-style-type: none"> • Manage the flow of information, provide clarification and advice and response to ensure prompt resolution of issues • Analyse and respond to queries and provide solutions where possible, or redirect query to relevant area
Other Better Regulation business units	<ul style="list-style-type: none"> • Support and work alongside other BRD business areas to maintain effective relationships
External	
Customers/ Stakeholders	<ul style="list-style-type: none"> • Analyse and respond to queries where possible, or redirect relevant party for review and resolution • Contribute to a client-focused approach to service delivery

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. 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 manager.

Reporting Line

Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Manual

Essential requirements



- Required qualifications in accordance with relevant employment Awards
- Satisfactory criminal record check
- Satisfactory medical assessment re: capacity to manage the 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
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Display Resilience and Courage		
Relationships	Adept	
Work Collaboratively		
Results	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels
Demonstrate		

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
Accountability		<ul style="list-style-type: none">• 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	Intermediate	<ul style="list-style-type: none">• Perform basic research and analysis which others will use to inform project directions• Understand project goals, steps to be undertaken and expected outcomes• Prepare accurate documentation to support cost or resource estimates• Participate and contribute to reviews of progress, outcomes and future improvements• Identify and escalate any possible variance from project plans
Project Management		