

Role Description

Protocol & Awards Officer



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Police Protocol and Awards Unit
Location	Sydney Police Centre, Surry Hills
Classification/Grade/Band	Clerk 3-4
ANZSCO Code	531111
PCAT Code	1127292
NSWPF Role Number	RD 338
Date of Approval	02/02/2018
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 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 Protocol & Awards Officer provides comprehensive and high quality administrative, secretarial and customer support services in the organisational wide delivery of awards and protocol services to the Commander, Police Protocol & Awards Unit.

Key accountabilities

- Research, collate and prepare associated documentation pertaining to awards, their presentation and issues relating to protocol requirements.
- Provide a range of administrative functions including records management, routine correspondence, mail, coordination of files, follow up systems, accountable documents and updating various corporate systems.
- Provide assistance and support in a range of administration tasks from reception, greeting and hosting visitors, coordinating meetings and hospitality services.
- Maintain confidentiality and discretion as required within the business unit.
- Collect and compile information and prepare documentation and correspondence in line with quality and organisation requirements to support information flow and decision making.
- Work cooperatively, collaboratively and proactively with internal and external customers build and maintain effective relationships.

Key challenges

- Exercising sound judgement to ensure competing priorities are met within the agreed timeframes and corporate deadlines are achieved.
- Ensure professionalism and customer service is achieved in the daily engagement with internal and external clients.
- Ensure relevant legislation and organisational policies, procedures and administrative systems are being supported within a Quality Assurance Framework.

Key relationships

Who	Why
Internal*	
Manager/Team Leader	<ul style="list-style-type: none"> • Information exchange to inform decision making • Escalate issues, keep informed, advise and receive instructions
Work Team	<ul style="list-style-type: none"> • Information exchange • Work collaboratively to receive instructions, inform and advise other staff and to contribute to delivery of business outcomes
Clients/Customers	<ul style="list-style-type: none"> • Respond to enquiries in a professional and customer service approach and escalate where necessary • Provides advice to enable correct outcomes/resolutions • Information exchange
External	
Clients/Customers	<ul style="list-style-type: none"> • Respond to enquiries in a professional and customer service approach and escalate where necessary

Role dimensions

Decision making

This role has autonomy to make decisions in regard to essential core administrative and clerical duties of the role in accordance with Department and Government policies and legislation.

Reporting line

The role may, depending on the command/business unit report to the following:

- Office of the Commissioner
- Commander - Inspector
- Coordinator – Clerk 5/6

Direct reports

- Nil

Budget/Expenditure

- Nil

Key knowledge and experience

- Demonstrated understanding of the Australian Honours & Awards and their significance for the NSWPF.
- Demonstrated decision making skills, sound analytical, research and problem-solving skills
- High level communication, interpersonal and customer service skills
- Demonstrated experience in computer software applications such as Microsoft, and corporate information systems
- Proven ability to set priorities, plan and organise workloads, and meet strict deadlines in a confidential environment

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Employment screening checks
- Physical ability and fitness to perform the inherent requirements of the position, including carrying and lifting boxes (to lift up to 12-15 kg boxes to bench height).

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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers 	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	Intermediate





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Plan and coordinate allocated activities Re-prioritise own work activities on a regular basis to achieve set goals Contribute to the development of team work plans and goal setting Understand team objectives and how own work relates to achieving these 	Foundational
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	02.02.2018
V1.1	Updated into new Template, update reporting lines, Essent Req include dot point 3 physical ability	31.08.2021

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51219199							