

# Role Description

## Intelligence Support Officer

<b>0.Cluster</b>	Transport for NSW
<b>Agency</b>	Roads and Maritime Services
<b>Division/Branch/Unit</b>	Compliance & Regulatory Services/Insights & Reporting
<b>Location</b>	Parramatta
<b>Classification/Grade/Band</b>	USS 7
<b>Senior Executive Work Level Standards</b>	Work Contribution Stream: Professional/Technical/Specialist
<b>ANZSCO Code</b>	224411
<b>PCAT Code</b>	1221192
<b>Date of Approval</b>	
<b>Agency Website</b>	<a href="http://www.rms.nsw.gov.au/">http://www.rms.nsw.gov.au/</a>

### Agency overview

Roads & Maritime Services (RMS) was formed on 1 November 2011 with key accountabilities:

- Delivery of new roads and maritime infrastructure to optimise safety and effective & efficient use
- Effective & efficient traffic management and use of the road and maritime network
- Execution of road and maritime safety policies and regulations
- Maintenance of the road and maritime infrastructure to optimise safety, traffic management and asset life

RMS is part of a new integrated transport authority led by Transport for NSW (TfNSW) that aims to create a better transport system, one that is fundamentally designed around the needs and expectations of customers, communities and the economy.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

### Primary purpose of the role

Provides diverse, inter-related services and tasks, including gathering and analysing information, producing regulatory risk profiles and preparing reports and related documents to support the production of timely, high quality intelligence in relation to risk based decision making and the identification of regulatory risk.

### Key accountabilities

- Work collaboratively with the Operational Intelligence Officer and Strategic Insights Officer with the gathering and production of high quality intelligence to support risk based decision making.
- Produce regulatory risk profiles based on developed risk indicators, ensuring optimal levels of accuracy and information integrity

- Collect, collate and analyse information from multiple data sources to support the production of intelligence ensuring a high level of accuracy.
- Contribute to the production of accurate, timely and actionable intelligence to support risk based decision making.
- Assist with the preparation of reports and related documents for communicating intelligence findings for review by senior management.
- Liaise with key internal and external stakeholders to facilitate the exchange of information and the provision of advice on intelligence gathering and analysis.

### Key challenges

- Effectively managing time and resources to ensure that work is completed efficiently and to the required standards
- Maintaining sound understanding of and applying contemporary best practice in operational intelligence gathering and its role in supporting risk based decision making.

### Key relationships

Who	Why
<b>Internal</b>	
Manager	Receive broad guidance, provide expert advice, escalate contentious issues and exchange information
Team Members	Collaborate in the gathering and production of high quality intelligence to support risk based decision making.
Insights & Reporting Branch	Collaborate on cross divisional projects and programs
<b>External</b>	
Stakeholders	Develop and maintain effective working relationships, engage, consult, provide expert advice and exchange information

### Role dimensions

#### Decision making

This role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context the position determines matters that need to be referred to senior managers or other staff to deal with and provide advice.

#### Reporting line

Senior Intelligence Analyst

#### Direct reports

Nil

#### Budget/Expenditure

TBC.

### Essential requirements

- An understanding of the intelligence function within a regulatory context, including the role of operational intelligence in supporting risk based decision making.





- Proficiency with business/regulatory I.T. systems to support the best interrogation of available information sources.

## 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](http://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
 <b>Personal Attributes</b>	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Foundational
 <b>Results</b>	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Support a culture of integrity and professionalism</li> <li>Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"><li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li><li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li><li>• Understand, act on and monitor compliance with information and communications security and use policies</li><li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li><li>• Support compliance with the records, information and knowledge management requirements of the organisation</li></ul>

## Occupation / profession specific capabilities

### Capability Set



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