

Role Description

Assistant State Inspector



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Better Regulation Division / SafeWork NSW
Classification/Grade/Band	Assistant State Inspector 1/2
ANZSCO Code	599599
PCAT Code	1339192
Date of Approval	October 2016 (Updated July 2020)

Primary purpose of the role

Identify, plan and deliver work, health and safety (WHS), wellbeing, workers compensation and return to work (RTW) strategies through provision of expert information, advice, assistance, education & compliance 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

- Research, analyse and recommend strategies, initiatives and interventions aimed at managing risk and building industry capability for systematic management of WHS, wellbeing, Workers Compensation and RTW practices in the workplace
- Provide expert advice, guidance, support and dispute resolution to industry, workers and other government agencies on prevention and response matters and regulatory policy
- Conduct complex investigations, take appropriate action and recommend strategies to enable person's conducting or undertaking a business to achieve compliance
- Convene and facilitate external business forums on behalf of the regulatory authority such as Industry working parties, seminars and presentations
- Conduct workplace visits, verification activities, audits and projects ensuring specified timeframes are met
- Prepare clear and concise accountable records including technical reports, statutory notices, policies, ministerial briefing documents and other correspondence
- Plan and lead complex work, health and safety and/or return to work projects to address trends and emerging issues that meet objectives, timeframes and budget.

Key challenges

- Managing complex issues whilst balancing stakeholder interests and ensuring WHS, Workers Compensation and RTW outcomes are achieved and promoted
- Facilitating recommendations that contribute to improvements in industry and workplaces whilst recognising and accounting for economic and social impacts for business and the community

- Promoting organisation direction whilst building and maintaining effective relationships with a range of stakeholders with diverse views, priorities and expectations

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Provide advice and clear recommendations on policy and operational matters. Lead and participate positively in discussions and decisions regarding personal and operational performance relating to business unit operations
Work Team	<ul style="list-style-type: none"> Lead and 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
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 as directed by their Manager. It refers to a Managers' 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 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 Delegations

Essential requirements




- Regular travel throughout NSW with the occasional interstate travel
- Hold a NSW 'C' class drivers licence with a satisfactory safe driving record and a requirement to maintain the safe driving record throughout employment
- Satisfactory criminal record check
- Satisfactory medical assessment capacity in regard to physical and psychological impacts of the inherent duties of the role
- Hold a Diploma of Government (Workplace Inspection) or required to complete within 12 months of commencement
- Hold ten units of competency toward the Advanced Diploma of Government (Workplace Inspection) or required to complete within 12 months of obtaining the Diploma of Government (Workplace Inspection)
- Inspection)

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	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

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	Advanced	<ul style="list-style-type: none"> Remain composed and calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in response to 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 and difficult or controversial issues
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 Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow Ensure that others are aware of and understand the legislation and policy framework within which they operate Act to prevent and report misconduct and illegal and inappropriate behaviour
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Results Deliver Results	Adept	<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
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Intermediate	<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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none">• Prepare clear project proposals and define scope and goals in measurable terms• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements• Prepare accurate estimates of costs and resources required for more complex projects• Communicate the project strategy and its expected benefits to others• Monitor the completion of project milestones against goals and initiate amendments where necessary• Evaluate progress and identify improvements to inform future projects