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| Agency | **NSW Ombudsman** |
| Role Title | **Senior Project Officer** |
| Division/Branch/Unit | **Engagement and Aboriginal Programs Division – Aboriginal Inclusion & Community Engagement Unit.** |
| Location | **Sydney CBD** |
| Classification/Grade/Band | **Clerk Grade 9/10** |
| Senior Executive Work Level Standards: | **NA** |
| Kind of Employment | **Ongoing or temporary** |
| ANZSCO Code | **224900** |
| PCAT Code | **3991119192** |
| Date of Approval |  |
| Agency Website | [**www.ombo.nsw.gov.au**](file:///\\File1\TrimOffline\awhittaker\Offline%20Records%20(PR)\www.ombo.nsw.gov.au) |

# Agency Overview

The NSW Ombudsman is an independent and impartial watchdog agency whose job is to ensure that the public and private sector agencies and employees we watch over fulfil their functions properly. We help agencies to be aware of their responsibilities to the public, to act reasonably and to comply with the law and best practice in administration.

# Primary purpose of the role

To support the delivery of the Ombudsman’s functions.

# Key accountabilities

* May be required to manage a team or individual by allocating and monitoring the progress of notifications, complaints, reviews, audits and/or projects. Perform quality assurance of the work undertaken by team members; provide constructive feedback and technical expertise, modelling, training and support. Check and approve reports and correspondence. Manage and develop staff ensuring effective induction, ongoing supervision and performance management as well as staff wellbeing.
* Manage a caseload of more complex enquiries, complaints, notifications, reviews and/or audits and/or undertake projects. Deliver agreed deliverables on time and to the standard required. Exercise formal powers of the Ombudsman, evaluating the public interest in determining the action to be taken. Prepare correspondence and reports. Liaise with agency staff and other stakeholders, and provide advice and assistance where required.
* Provide timely advice to senior and other relevant staff on trends, systemic issues, individuals of concern, agency deficient investigations as well as the results of the assessment and analysis of information holdings and other relevant matters. Make recommendations for legislative or administrative change.
* Monitor and audit agency systems to ensure that systems for handling and preventing either child protection related allegations, disability reportable incidents and the deaths of children or certain people with disability or for dealing with complaints or public interest disclosures continue to improve. Monitor agency responses to and implementation of recommendations or suggestions stemming from our oversight, complaint handling or systemic review activities or from our project work.
* Contribute to or manage the preparation of statutory and other reports as well as other publications related to the work of the Ombudsman.
* Assist with the development and implementation of effective stakeholder engagement strategies with a broad range of individuals and organisations across the government and non-government sectors as well as with community groups. Participate in outreach programs such as community and correctional centre visits as well as education and training initiatives.
* Communicate and build the internal capability of staff to better understand cultural competency. Actively engage and educated staff on all aspects of the cultural competency training program.

# Key challenges

* The occupant of the role is expected to take the initiative on matters within the role's area of responsibility having regard to accountability standards, business and other strategic planning, project plans, performance measures and critical risks. This requires high-level critical thinking and analysis to effectively deal with the complexity and range of decisions and actions that need to be made.
* Keeping abreast of the key issues impacting the work of the Ombudsman as well as maintaining a good understanding of current priorities and areas of focus is also a challenge. In this regard, regular advice should be provided to senior and other relevant staff in relation to significant policy developments, particularly in those areas directly relevant to the Ombudsman’s jurisdiction.
* An ongoing aim of the Office is to support and promote cultural change and improved practices in agencies and organisations we oversight. The occupant of the role reviews agency systems and policies and must be able to communicate any deficiencies, and make suggestions for and influence change. Establishing and maintaining professional working relationships across key agencies is crucial to facilitating systemic cultural change and sector improvements and as such will be a key focus of the role.
* The occupant of the role needs to have good management and organisational skills in order to provide guidance to their staff. The occupant of the role must ensure that the work of the team is of a high standard and to this end must provide constructive criticism, modelling, training and support. At all times accountability standards and performance measures must be adhered to. As well, the occupant of the role is responsible for the induction and ongoing support of staff members, which includes proactive supervision, performance management and taking the initiative with regards to staff wellbeing.
* Managing complex and sensitive issues and providing informed advice and solutions often within short timeframes will require the occupant of the role to balance competing interests, including those, which require weighing up the short and long-term goals of the office. From time to time, the occupant of the role may be required to make difficult decisions.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Statutory officer, other senior staff of the division including supervisor | * Provide advice about the progress of work undertaken and other matters of interest to the office to inform decision-making and manage risks. * Contribute to the ongoing business planning and intelligence gathering in respect of the work of the division and the office more broadly. |
| Staff supervised | * Inspire and motivate, provide leadership, guidance and support. * Provide clear direction and strategic advice on matters, through one on one discussions, team meetings and training sessions to enable team members to work to their potential and to enhance team performance. * Set overall performance expectations and oversight the implementation of effective performance management frameworks and processes. |
| Staff throughout the office | * Develop and maintain effective working relationships with all staff. * Encourage and promote a positive workplace culture. |
| **External** |  |
| Key agencies | * An effective relationship with key agencies is a critical component of the role and will be integral to its success. Priority areas include facilitating systemic cultural change and sector improvement. If appropriate, meet with agencies and other parties to facilitate the gathering of information to assist the work of the division and/or to determine relevant Ombudsman action. * The role may undertake sector development activities or participate in outreach programs and/or audits and support the delivery of community education and training to external agencies. |

# Role dimensions

The diverse range of Ombudsman responsibilities drives the workload of the role.

The role is attached to a specific division of the Ombudsman and is involved in the full range of activities handled by that division including responding to enquiries, resolving, investigating and oversighting complaints or notifications, reviewing and auditing agency systems, and participating in information and training activities. The occupant of the role attends division meetings and is an active participant in its deliberations.

The role generally provides case management, supervision and support to other staff.

The occupant of the role brings to the attention of senior staff systemic issues arising in notifications, complaints, reviews, audits and/or projects, or through other activities. Where appropriate, the occupant of the role will meet with agency staff and other parties to facilitate the gathering of information to assist with a view to resolving matters or expeditiously determining relevant Ombudsman action.

## Decision making

The work of the occupant of the role is guided by legislation, office procedures, delegations and directives from the Ombudsman and division management. The occupant of the role acts with day-to-day independence in planning, directing and managing their work. Specifically, the occupant of the role determines priority areas for managing their workload within the parameters set by the Ombudsman and division management, the corporate plan, business plans and other policy documents.

The occupant of the role prepares correspondence and reports and can determine and communicate decisions and outcomes, exercising a high level of judgement in dealing with specific cases. Given the delegated authority assigned to this role, the occupant must have a capacity to accept responsibility and be accountable for any risk taken or decision made.

The occupant of the role may seek guidance from senior staff.

## Reporting line

Typically, this role reports to a Clerk Grade 11/12 however, there may be instances that the supervisor of this role is a more senior grade.

## Direct reports

This role may be asked to manage a small team of Grade 5/6 or 7/8 staff. However, in certain circumstances, the role may not have any direct supervisory role.

All supervisors are required to continually monitor and manage staff wellbeing and ensure their staff have performance agreements and reviews in line with office policy.

## Budget/Expenditure

The role does not have budgetary responsibility.

# Essential Requirements

Employment at the NSW Ombudsman is subject to the satisfactory completion of security and related vetting including, in part, a criminal records check; signed understanding and acceptance of a range of policies; two statutory declarations relating to conflicts of interest, arrests, charges, convictions and a health declaration.

The occupant of this role must demonstrate:

* extensive experience in complaint handling or investigating complaints; conducting, oversighting or reviewing investigations; or project management and policy development;
* excellent written and verbal communication skills, including the ability to communicate well with our diverse stakeholders, and to prepare complex correspondence and reports;
* experience analysing complex matters, including the evaluation of the public interest;
* demonstrated ability to work independently and as part of a team;
* Previous supervisory experience.

**Additional Information and requirements**

Depending on the specific need of the Ombudsman, the occupant of this role may be required to have a current WWCC clearance issued from the Office of the Children’s Guardian. As there is always the potential for exposure to distressing material, the office has in place strategies to support staff. It may be a requirement that the occupant of the role participates in the office’s wellness programs.

The occupant of the role may be required to participate in programs, which will require travel throughout NSW and staying overnight at regional locations and therefore a current and valid Australian motor vehicle license would be highly desirable.

Depending on the specific need of the Ombudsman, recruitment activity can target specific experience in a particular sector. For roles in the Engagement & Aboriginal Programs Division, the Ombudsman considers that being Aboriginal is a genuine occupational qualification under section 14 of the *Anti-Discrimination Act 1977 (NSW).*

Formal qualifications (such as the Certificate IV Government (Investigations)) are highly desirable.

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/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** |
|  | **Display Resilience and Courage** | **Adept** |
| Act with Integrity | Adept |
| **Manage Self** | **Advanced** |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Advanced** |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Adept |
| Influence and Negotiate | Adept |
|  | **Deliver Results** | **Adept** |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Intermediate |
| Technology | Intermediate |
| Procurement and Contract Management | Intermediate |
| **Project Management** | **Adept** |
|  | **Manage and Develop People** | **Adept** |
| Inspire Direction and Purpose | Intermediate |
| Optimise Business Outcomes | Intermediate |
| Manage Reform and Change | 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**  Display Resilience and Courage | Adept | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback/advice  Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively  Raise and work through challenging issues and seek alternatives  Keep control of own emotions and stay calm under pressure and in challenging situations |
| **Personal Attributes**  Manage Self | Advanced | Act as a professional role model for colleagues, set high personal goals and take pride in their achievement  Actively seek, reflect and act on feedback on own performance  Translate negative feedback into an opportunity to improve  Maintain a high level of personal motivation  Take the initiative and act in a decisive way |
| **Relationships**  Communicate Effectively | Advanced | 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 | Intermediate | Support a culture of quality customer service in the organisation  Demonstrate a thorough knowledge of the services provided and relay 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  Co-operate across work areas to improve outcomes for customers |
| **Results**  Deliver Results | Adept | Take responsibility for delivering on intended outcomes  Make sure team/unit staff understand expected goals and acknowledge success  Identify resource needs and ensure goals are achieved within budget and deadlines  Identify changed priorities and ensure allocation of resources meets new business needs  Ensure financial implications of changed priorities are explicit and budgeted for  Use own expertise and seek others’ expertise to achieve work outcomes |
| **Results**  Think and Solve Problems | Adept | 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 option  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**  Project Management | Adept | 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 |
| **People Management**  Manage and Develop People | Adept | Define and clearly communicate roles and responsibilities to achieve team/unit outcomes  Negotiate clear performance standards and monitor progress  Develop team/unit plans that take into account team capability, strengths and opportunities for development  Provide regular constructive feedback to build on strengths and achieve results  Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way  Monitor and report on performance of team in line with established performance development frameworks |