

Role Description

Senior Workforce Support Officer

Cluster	Stronger Communities
Agency	NSW Trustee & Guardian
Division/Branch/Unit	Trustee Services/Estate Management/Practice & Strategy
Role number	TBA
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	3 November 2021
Agency Website	www.ta.gov.au

Agency overview

NSW Trustee & Guardian protects, promotes and supports the rights, dignity, choices and wishes of the people of NSW. The agency supports the Chief Executive Officer and the Public Guardian to provide customer-centred services to the people of NSW, including some of the state's most vulnerable. We do this by providing a range of multidisciplinary services including Will-making, estate planning, executorship, trustee, financial management and guardianship services.

We write more than 13,000 estate planning documents each year, support over 47,000 customers annually and manage over six billion dollars in customer assets. A NSW government agency within the Stronger Communities Cluster, our services help support and protect people at critical moments in their lives.

Primary purpose of the role

Assist Workforce Support team to coordinate and implement workforce strategies for Estate Management and Estate Planning & Administration. This role will support with the delivery of evidence-based insights to support workforce management, business processes and HR systems.

Key accountabilities

- Assist in providing accurate workforce analysis to both external and internal stakeholders to facilitate HR planning, as well as assist Estate Management and Estate Planning & Administration to manage staff resources and plan workforce improvements.
- Provide evidence based and accurate workforce planning support to managers that responds to current and future operational needs and priorities.
- Support the development and delivery of workforce projects to enable the successful implementation and achievement of agreed outcomes.

- Gather and collate information for and prepare documentation and reports on team or unit performance, with recommendations to improve efficiency and service delivery.
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible.
- Build and maintain strong relationships with key business customers and stakeholders through collaboration, responsive advice and service to support business outcomes.
- Respond to and resolve enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues. Provide advice to business customers and stakeholders on a range of people, culture and workforce solutions to ensure fit for purpose services that meet customer requirements.
- Exemplify high performance through role modelling NSW Trustee & Guardian's Customer Excellence Principles, values and behaviours.

Key challenges

- Managing work outputs, competing demands/priorities to generate favourable outcomes for all stakeholders as managed within the Practice & Strategy team and ensuring performance in line with KPIs.

Key relationships

Who	Why
Internal	
Principal Workforce Support Officer	<ul style="list-style-type: none"> • Report directly to manager. • Seek direction, advice and support. • Provide information and feedback.
Workforce Support Team	<ul style="list-style-type: none"> • Provide information and advice. • Provide an effective and valuable two-way liaison.
Estate Management and Estate Planning & Administration staff	<ul style="list-style-type: none"> • Collaborate, provide advice and support. • Liaise to ensure the provision of timely and accurate advice when requested. • Develop and maintain effective working relationships. • Provide information and feedback.
NSWTG divisions	<ul style="list-style-type: none"> • Collaborate across divisions to achieve the best customer outcomes possible, ensure we are supporting staff and that we adhere to policies and procedures in the delivery of services and the management of staff.
External	
Customers and their families	<ul style="list-style-type: none"> • Provide advice, information and support.
Department of Communities and Justice	<ul style="list-style-type: none"> • Develop and maintain collaborative networks across the department • Liaise to ensure the provision of timely and accurate advice • Develop and maintain effective working relationships.

Role dimensions

Decision making

The role makes decisions within relevant decision-making frameworks and NSW Trustee & Guardian's prescribed delegations.

The role determines when to escalate more complex matters to the Principal Workforce Support Officer.

Reporting line

This role reports to Principal Workforce Support Officer.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in HR and/or demonstrated equivalent industry or professional experience in relevant area.
- Understanding of NSW Trustee & Guardian's key services and customer base including experience working and/or supporting people with disability, vulnerable or older people.
- Willingness to have phone calls and team email accounts monitored for quality assurance and training purposes, and to participate in one to one review sessions for calls and emails.

Checks and Clearances

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances: National Criminal History Record Check in accordance with the Disability Inclusion Act 2014.

Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012.

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
	Act with Integrity	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way	Intermediate



Be ethical and professional, and uphold and promote the public sector values

- Support a culture of integrity and professionalism
- Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
- Recognise and report misconduct and illegal and inappropriate behaviour
- Report and manage apparent conflicts of interest and encourage others to do so

Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- 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



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- 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
- 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

Adept

Work Collaboratively

Collaborate with others and value their contribution

- 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



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Generate ideas and identify ways to improve systems and processes to meet user needs
- 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

Occupation specific capability set



Workforce strategy

Contribute to defining business objectives, create evidence based workforce strategies to achieve outcomes and guide the organisation through the required change

- Undertake desktop research to support development of organisational workforce strategies.
- Monitor workforce data, such as diversity and engagement, to inform whole of organisation workforce strategy development.
- Extract and monitor labour market data and trends to support forecasts of workforce supply and cost.
- Assist in the development of change management, tools and methods to transition to new business priorities or models.

Level 1

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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

 <p>Results</p>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 <p>Business Enablers</p>	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	Intermediate