Role Description
Resource and Compliance Support Officer

Cluster | Transport for NSW
Agency | Transport for NSW
Division/Branch/Unit | People & Corporate Services / Legal Services and Information Access
Location | Macquarie Park
Classification/Grade/Band | Grade 4
Role Number | 50004858
ANZSCO Code | 531111
PCAT Code | 1117192
Date of Approval | March 2018
Agency website | http://www.transport.nsw.gov.au

Agency overview
Transport for NSW is the centrepiece of a reshaped transport cluster. It is responsible for setting the strategic direction and guiding an extended network of public and private service delivery agencies to deliver improved transport outcomes.

Primary purpose of the role
The Resource and Compliance Support Officer (RCSO) is responsible for assisting in responding to access applications, information requests, statutory notices, and disclosures under the Government Information (Public Access) Act 2009 (GIPA Act), the Privacy and Personal Information Protection Act 1998 and the Health Records & Information Privacy Act 2002 (privacy legislation) to support the Transport operating agency in meeting its legislative and compliance obligations.

Key accountabilities
- Teamwork – Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.
- Safety – Comply with the System Requirement, Safety Responsibilities, Authorities and Accountabilities within the Safety Management System.
- Ethics and Probity – Promote and adhere to the Public Sector Values of Integrity, Trust, Service and Accountability, and the organisation’s Code of Conduct and manage business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption.
• Information Requests - Accept and allocate routine requests from internal and external stakeholders to support the effective resolution of requests. Adhere to and update as directed, processes, manuals and other material to promote the consistent and effective allocation and resolution of requests.
• Administration - Undertake administrative tasks associated with the running of the Agency's unit including management of electronic and physical records, phone enquiries and take appropriate action including referral of the matter to the Manager Information & Privacy
• Register, create and maintain files as well as audit and archive files relating to routine matters.
• Relationship Management – Build and maintain effective working relationships with internal stakeholders.
• Tools and Programs, Systems, Databases – Assist in monitoring tools, programs and audit processes for database access to enable Unit and Branch compliance, and to support best practice in the management of applications, information requests, statutory notices and other requirements under relevant Information. Accurately enter, monitor and maintain information in databases and other tools used to record, track and report on activities and performance. Update and distribute manuals and other resource materials as directed.
• Reporting - Collate, maintain and draft reports on statistical information relevant to file status (including due dates).

Key challenges

• Effectively managing time to ensure that work is completed efficiently and to the required standards. Working collaboratively with other staff to ensure applications and information requests are processed in a timely manner and within statutory timeframes.
• Keeping up to date with NSW privacy and information legislation and relevant case law to assist in the effective processing of applications and requests.
• Building and maintaining a wide knowledge and understanding of the business environment of Transport for NSW core divisions and of operating agencies.

Key relationships

<table>
<thead>
<tr>
<th>Who</th>
<th>Why</th>
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<tbody>
<tr>
<td><strong>Internal</strong></td>
<td></td>
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<tr>
<td>Transport Cluster Agencies</td>
<td>This role will be required to interact on a regular basis with other divisions of Transport for NSW, as well as operating agencies (Sydney &amp; NSW Trains, State Transit, Authority and Roads and Maritime Services).</td>
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<tr>
<td><strong>External</strong></td>
<td></td>
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<tr>
<td>TfNSW Divisions</td>
<td>Request for information</td>
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<tr>
<td>Other government agencies including the State and Federal Police</td>
<td>Role requirements</td>
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<td>Oversight bodies</td>
<td>Role requirements</td>
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<tr>
<td>Legal firms</td>
<td>Role requirements</td>
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Role dimensions

Reporting line

This role reports to the Manager, Information Access and has no direct reports.

Essential requirements

- Knowledge of information legislation general principles.
- Good interpersonal, oral and written communication skills including the ability to present information in a logical and coherent manner.
- Strong problem solving, research and analytical skills.
- Excellent database/Microsoft work skills

Capabilities for the role


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.
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.

**Personal Attributes**

**Act with Integrity**
- Represent the organisation in an honest, ethical and professional way
- Support a culture of integrity and professionalism
- Understand and follow legislation, rules, policies, guidelines and codes of conduct
- Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct
- Recognise and report misconduct, illegal or inappropriate behaviour
- Report and manage apparent conflicts of interest

**Manage Self**
- Adapt existing skills to new situations
- Show commitment to achieving work goals
<table>
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<tr>
<th>Group and Capability</th>
<th>Level</th>
<th>Behavioural Indicators</th>
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|                       |       | • Show awareness of own strengths and areas for growth and develop and apply new skills  
|                       |       | • Seek feedback from colleagues and stakeholders  
|                       |       | • Maintain own motivation when tasks become difficult |
| Relationships         | Intermediate | • Focus on key points and speak in 'Plain English'  
| Communicate Effectively |       | • Clearly explain and present ideas and arguments  
|                       |       | • Listen to others when they are speaking and ask appropriate, respectful questions  
|                       |       | • Monitor own and others’ non-verbal cues and adapt where necessary  
|                       |       | • Prepare written material that is well structured and easy to follow by the intended audience  
|                       |       | • Communicate routine technical information clearly |
| Relationships         | Intermediate | • Support a culture of quality customer service in the organisation  
| Commit to Customer Service |       | • 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 |
| Relationships         | Intermediate | • Build a supportive and co-operative team environment  
| Work Collaboratively  |       | • Share information and learning across teams  
|                       |       | • Acknowledge outcomes which were achieved by effective collaboration  
|                       |       | • Engage other teams/units to share information and solve issues and problems jointly  
|                       |       | • Support others in challenging situations |
| Relationships         | Intermediate | • Utilise facts, knowledge and experience to support recommendations  
| Influence and Negotiate |       | • Work towards positive and mutually satisfactory outcomes  
|                       |       | • Identify and resolve issues in discussion with other staff and stakeholders |
| Results               | Intermediate | • Take responsibility and be accountable for own actions  
| Plan and Prioritise   |       | • Understand delegations and act within authority levels  
|                       |       | • Identify and follow safe work practices, and be vigilant about their application by self and others  
|                       |       | • Be alert to risks that might impact the completion of an activity and escalate these when identified  
|                       |       | • Use financial and other resources responsibly |
| Business Enablers      | Foundational | • Plan and deliver tasks in line with agreed schedules  
| Project Management    |       | • Check progress against schedules, and seek help to overcome barriers  
|                       |       | • Participate in planning and provide feedback about improvements to schedules |