

Role Description

Manager Collection Operations

Cluster/Agency	Premier & Cabinet
Department/Agency	Law Enforcement Conduct Commission
Division/Branch/Unit	Electronic Collection Unit
Location	Sydney CBD
Classification/Grade/Band	Clerk 11/12
Kind of Employment	Ongoing
ANZSCO Code	224999
PCAT Code	1229192
Date of Approval	August 2022

Department/Agency overview

The Law Enforcement Conduct Commission (LECC) is an independent body exercising royal commission powers to detect, investigate and expose serious misconduct within the NSW Police Force and the NSW Crime Commission That may have occurred, be occurring, be about to occur or that is likely to occur. The LECC also independently monitors and reviews the investigation of complaints by the NSW Police Force and the NSW Crime Commission about the conduct of their officers. In doing so the LECC recognises the primary responsibility of those agencies to investigate and prevent officer misconduct and corruption within those agencies, while providing for oversight of those functions.

The LECC works collaboratively with the NSW Police Force and the NSW Crime Commission to educate and promote the prevention and elimination of officer misconduct, particularly through the identification of systemic issues that are likely to be conducive to the occurrence of officer misconduct and corruption. The LECC also undertakes independent, real time monitoring of critical incident investigations undertaken by the NSW Police Force, and can make reports on the conduct of critical incident investigations by the NSW Police Force.

The LECC plays a key role in strengthening the integrity of law enforcement in NSW.

Primary purpose of the role

The Manager Collection Operations leads and manages the lawful collection and analysis of electronic evidence under warrant in support of LECC criminal investigations and assists the Director in ensuring agency-wide compliance with electronic surveillance legislation. The role also manages technical projects to ensure that capability and systems are delivered to the required standards and in accordance project management methodology.

Key accountabilities

- Lead and manage the Electronic Collection Unit (ECU) monitoring team and real-time collection operations including operational planning, resource allocation within a rostered operations working environment, performance management and learning and development to drive a high performance team.
- Lead and manage agency ECU compliance team ensuring agency wide compliance with electronic surveillance legislation and facilitate independent oversight by the Commonwealth Ombudsman and Office of the LECC Inspector.
- Provide project management to multiple technical projects conducted by the ECU and corporate IT, including developing project plans, coordinating resources, managing budgets and meeting reporting

requirements to ensure project outcomes are achieved on time, within budget, to quality standards and within agreed scope in line with established project management methodology.

- Assist the Director ECU & IT to implement strategic planning, conduct high level liaison with government and other agencies and implement operational programs, policies and procedures to lawfully execute electronic surveillance powers.
- Coordinate and facilitate the preparation of evidence for LECC hearings or prosecutions in consultation with the team, ensuring compliance with relevant processes and procedures.
- Attend court proceedings as required and provide evidence in relation to LECC electronic collection activities to support the LECCs objectives.
- Coordinate operational activity in conjunction with Director Covert Services & Director Integrity Investigations and Senior Investigators.

Key challenges

- Managing conflicting priorities and workloads to ensure that the LECC effectively meets its legislative requirements and provide high service levels.
- Ensuring significant technical projects are conducted with appropriate governance, within budget and meets relevant milestones.
- Developing policy and governance instruments in response to changing government requirements and legislation relating to electronic collection and ensuring the LECC's electronic surveillance activities are ethical and lawful.

Key relationships

Who	Why
Internal	
Director Electronic Collection & IT	• Tactical and operational direction • Provide expert advice and contribute to decision making; identifying emerging issues/risk and their implications and propose solutions • Provide expert advice on the management of significant technical projects within the ECU and corporate IT
Operational Executive	• Provide advice and devise operational planning which compliments evidence collection and operational activity conducted by both Integrity Investigations and Covert Services Unit
LECC Managers	• Development of collaborative work practices to support core objectives
Covert Services Unit	• Provide and receive advice and support • Provide information for operational matters
Investigations Unit	• Coordinate evidence collection and provide other operational support • Provide information for operational matters • Oversight legislative compliance with electronic surveillance legislation
Legal Services Unit	• Assist the Legal Services Unit in warrant application processes • Coordinate the development of electronic surveillance policy and procedure
Direct reports	• Supervise and oversight day to day work • Managing performance standards and development opportunities • Provide advice on policy and compliance issues

Who	Why
	Supervise operational activity
External	
Other like agencies (i.e. ICAC, Department of Home Affairs)	- Provide operational assistance - Provide technical services - Implement nationally coordinated policy - Share and exchange information
Technical Systems Providers	- Upgrade and maintenance of technical systems - Collaborate in the development of technical capability - Coordinate vendor implementation of technical projects
Non-government entities	- Project and research related purposes - Share and exchange information
Translators and Interpreters	Coordinate professional services for operational related matters

Role dimensions

Decision making

The Manager Collection Operations exercises independence, initiative and sound judgement in the delivery and management electronic collection operations, the administration of electronic surveillance compliance. The position also exercises independence, initiative and sound judgement to apply project management practices for the delivery of significant technical projects.

The role assists the Director ECU & IT in strategic forward planning to ensure the alignment of ECU and technical projects to the broader LECC objectives and outcomes.

The role makes operational decisions, provides professional leadership and guidance for electronic collection operations, including allocation of resources to support LECC investigations and to ensure agency compliance with electronic surveillance legislation.

The role refers decisions to the Director ECU & IT with the potential to be controversial or damaging to the LECCs reputation and those requiring or resulting in significant change to outcomes or timeframes; those with the potential to escalate or create precedent; matters requiring a higher administrative or financial delegation or submission to a higher level of management.

The LECC has a range of powers it may use (for example, coercive examination powers) in relation to its statutory responsibilities. Officers of the LECC must be aware of those powers and ensure they are only utilised where permitted, appropriate and authorised.

Reporting line

This position reports directly to the Director ECU & IT.

This position reports to the Chief Executive Officer and Department of Treasury where appropriate for significant projects.

Direct reports

Senior Monitor (x2)

Monitor (x5)

Casual Monitor Pool (x6)

Compliance Officer (x2)

Support Officer (x1)

Budget/Expenditure

Nil

Essential requirements

- Deep working knowledge of the requirements of the *Telecommunications (Interception and Access) Act 1979*, the *Telecommunications (Interception and Access) Act (NSW) 1987*, the *Surveillance Devices Act 2007 (NSW)*, and the *Surveillance Devices Act 2004 (Cth)* in respect to the management of records, use of information and the administration of warrants, or, experience working within a comparable legislative framework.
- Formal training and qualifications in project management.
- A probity assessment to establish reliability, trustworthiness, integrity and suitability of employment. In addition, LECC officers are also required to obtain and retain a commonwealth security clearance. The Manager Collection Operations requires a security clearance at the NV1 level. The LECC will facilitate the process to obtain this clearance level for the role holder within six months of appointment.

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

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	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Adept
	Technology	Advanced
	Procurement and Contract Management	Adept
	Project Management	Advanced
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	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	Advanced	- Model the highest standards of ethical behaviour and reinforce them in others - Represent the organisation in an honest, ethical and professional way and set an example for others to follow - Ensure that others have a working understanding of the legislation and policy framework within which they operate
Act with Integrity		

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		- Promote a culture of integrity and professionalism within the organisation and in dealings external to government - Monitor ethical practices, standards and systems and reinforce their use - Act on reported breaches of rules, policies and guidelines
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 Work Collaboratively	Advanced	- Build a culture of respect and understanding across the organisation - Recognise outcomes which resulted from effective collaboration between teams - Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross government - Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Demonstrate Accountability	Advanced	- Design and develop systems to establish and measure accountabilities - Ensure accountabilities are exercised in line with government and business goals - Exercise due diligence to ensure work health and safety risks are addressed - Oversee quality assurance practices - Model the highest standards of financial probity, demonstrating respect for public monies and other resources - Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks - Incorporate sound risk management principles and strategies into business planning
Results Think and Solve Problems	Advanced	- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues - Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others - Take account of the wider business context when considering options to resolve issues - Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		- Implement systems and processes that are underpinned by high-quality research and analysis - Look for opportunities to design innovative solutions to meet user needs and service demands - Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Technology	Advanced	- Show commitment to the use of existing and deployment of appropriate new technologies in the workplace - Implement appropriate controls to ensure compliance with information and communications security and use policies - Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes - Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes - Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
People Management Manage and Develop People	Advanced	- Refine roles and responsibilities over time to achieve better business outcomes - Recognise talent, develop team capability and undertake succession planning - Coach and mentor staff and encourage professional development and continuous learning - Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation - Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives