

# Role Description

## Monitor

Cluster	Premier & Cabinet
Agency	Law Enforcement Conduct Commission
Division/Team	Integrity/Electronic Collection
Location	Sydney CBD
Grade	Clerk 5/6
Kind of Employment	Temporary
ANZSCO Code	599599
PCAT Code	1229192
Date of Approval	May 2019

### 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. 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 Monitor is responsible for operating recording and other systems associated with processing information obtained by telecommunications interception and electronic surveillance device operations and assessing information and supporting field services. The role prepares material for LECC hearings and briefs of evidence and delivers administrative work.

### Key accountabilities

- React appropriately to operational information, which at times can be critical.
- Operate recording and other systems associated with processing information obtained by telecommunications interception and electronic surveillance device operations to provide effective and efficient and accurate information processing.
- Assess the relevance of information and process relevant information obtained through electronic surveillance methodologies ensuring compliance with policies, procedures and legislative requirements.
- Prepare operational material and evidence sourced through electronic surveillance and communicate relevant information to investigations staff and others as required.
- Contribute to the review and application of emerging technologies related to telecommunications interception and electronic surveillance device operations to enhance the capability within the team.

- Support the delivery of staff training in consultation with the Manager Operations to ensure effective operation of recording and processing systems.
- Maintain documents and information appropriately and register and properly disseminate outgoing restricted records and information ensuring adherence to the Commission's record management policies for restricted and unrestricted records.
- Attend and participate in briefings and liaise with investigation team members to gather and understand objectives and priorities and focus work activities appropriately.

## Key challenges

- Processing substantial quantities of information and adjusting the extent to which information is processed on the basis of current workloads and operational priorities at the time.
- Producing work of a suitably high operational standard given relevance and workload while still meeting the daily requirements of investigation staff.

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader Operations	<ul style="list-style-type: none"> <li>• Day to day work issues</li> <li>• Assessing task direction and progress</li> </ul>
Director Electronic Collection & IT	<ul style="list-style-type: none"> <li>• Day to day work issues</li> <li>• Assessing task direction and progress</li> </ul>
ECU Colleagues	<ul style="list-style-type: none"> <li>• Day to day work issues</li> <li>• Deadlines and priorities</li> </ul>
Covert Services team	<ul style="list-style-type: none"> <li>• Share information</li> <li>• Investigations related work tasks</li> </ul>
Registry team	<ul style="list-style-type: none"> <li>• Information management and disposal authority work tasks</li> </ul>
Integrity division	<ul style="list-style-type: none"> <li>• Investigations related work tasks</li> </ul>
<b>External</b>	
External Agencies	<ul style="list-style-type: none"> <li>• Deliveries to external Agencies</li> <li>• Telephone and email enquiries</li> </ul>

## Role dimensions

### Decision making

The Monitor is responsible for determining the initial response to operational information and the extent of processing involved for information, subject to review by the Senior Monitor, Team Leader Operations or investigations staff. The Monitor role should take initiative in communicating relevant information to Integrity Division staff within guidelines and policies.

The role is required to make decisions in the absence of direct supervision, however, guidance may be sought from the Senior Monitor or the Team Leader Operations. The Monitor role will exercise sound judgement and call on knowledge and experience developed in the position. Matters relating to the shift as a whole, the section or to external clients are to be referred to the Team Leader Operations.

## Reporting line

This position reports directly to the Team Leader Operations.

## Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements



- Proven ability to identify and evaluate specific information within large quantities of information, determine degrees of relevance and apply guidelines and initiative appropriately in reacting to information.
- Knowledge of and ability to understand investigative techniques and the scope and value of intelligence to an investigation and to effectively apply surveillance monitoring and processing techniques
- This role is required to work a rotating 365 day per year shift roster including weekends and public holidays.
- 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 Monitor requires a security clearance at the Baseline 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](http://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	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

### 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
<b>Personal Attributes</b> Act With Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others health and safety</li> <li>• Escalate issues when these are identified</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>