

Role Description

Team Leader, Intake Team

Role Description Fields	Details
Cluster	Premier and Cabinet
Department/Agency	Law Enforcement Conduct Commission
Division/Branch/Unit	Oversight Division / Intake and Assessments Team
Role number	
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	
PCAT Code	
Date of Approval	6 June 2025
Agency Website	

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 the 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.

Primary purpose of the role

The Intake and Assessment Teams primary function is to assess and manage complaints regarding misconduct by NSW Police Force and NSW Crime Commission officers. This includes assessing all complaints made directly to the LECC, as well as all complaints of a specified class (notifiable misconduct) made to the NSW Police Force and the NSW Crime Commission.

The Intake and Assessment Team makes recommendations and decisions about what action the Commission may take with a complaint. This can include recommending the Commission commence a LECC investigation or refer a complaint to the NSW Police Force / NSW Crime Commission. The Team is also responsible for assessing whether the NSW Police Force and the NSW Crime Commission have satisfactorily dealt with complaints made to them. The Intake Team serves as the initial point of contact for individuals seeking assistance or reporting concerns relating to the NSWPF and NSWCC, making their role crucial in ensuring a prompt response by the LECC.

The Intake and Assessments Team sits within the Oversight Division.

The Team Leader coordinates the Intake team to ensure effective operation through the day-to-day management and delegation of tasks, managing team rostering and resources, and ensures compliance with the Commission’s operational standards.

This role supports Intake Officers and conducts and co-ordinates the training and development of new Intake Officers. In addition to these supervisory responsibilities, the role work alongside the Assessment team and maintains a case load of complaints for assessment and assists with managing the complainant phone line.

The Team Leader position requires good communication skills (both written and oral), attention to detail, and the ability to multitask effectively.

Key accountabilities

- Coordinate and oversee the daily operations of the Intake team, including task delegation, monitoring workloads, performance, rostering and ensuring timely completion of tasks in accordance with internal policies and procedures.
- Deliver ongoing training for Intake team members to ensure compliance with legislation, policies, and Commission standard operating procedures.
- Provide guidance and support Intake Officers, in particular in managing challenging interactions with complainants, including unreasonable conduct, in accordance with LECC policies procedures.
- Monitor and manage incoming complaints, additional correspondence and documents, assigning tasks to appropriate team members.
- Assist the Manager, Intake and Assessment ensure timely, efficient triaging and prioritisation of complaints. In addition, assist with drafting and reviewing correspondence, reports, and recommendations made by the Intake team.
- Conduct quality assurance reviews and performance development plans for Intake officer to ensure adherence to relevant policies, procedures and the Code of Conduct.
- Manage a caseload of complaints, ensuring accurate and efficient handling.
- Work collaboratively with all areas of the Commission, including communicating relevant information, providing advice on trends, systemic issues and significant policy developments, and assisting with other Commission activities where required.

Key challenges

- Balancing a leadership role with a caseload while ensuring the team’s effective performance.
- Maintaining team morale and productivity in a high-volume, high-pressure environment.
- Ensuring team compliance with changing legislative and procedural requirements.
- Addressing diverse and complex stakeholder needs, including managing sensitive or confidential information.

Key relationships

Internal

Who	Why
Manager, Intake and Assessments	<ul style="list-style-type: none">• Receive direction• Report on team performance and escalate issues.• Allocating and delegating tasks• Guidance and Support•



Team Leader, Assessments	<ul style="list-style-type: none"> • Receive support and guidance during day-to-day work • Allocating and reviewing complaint handling and decisions making • Guidance and support
Intake Officers	<ul style="list-style-type: none"> • Provide leadership, guidance, and support.
Other Assessment team members and LECC colleagues	<ul style="list-style-type: none"> • Collaborate on cross-team processes and ensure efficient communication. • Provide advice and recommendations relating to complaints received

External

Who	Why
Members of the Public	<ul style="list-style-type: none"> • Respond to complaints, explain processes, and provide updates.
Other like Agencies (ICAC)	<ul style="list-style-type: none"> • Complaint and research related purposes • Share and exchange information
NSW Police Force	<ul style="list-style-type: none"> • Review response to LECC recommendations.

Role dimensions

Decision making

- Allocate and prioritise tasks within the Intake team based on workload and team capacity.
- Make Intake and Assessment decisions and recommendations about the action the LECC can take. The decision-making delegation is in line with the delegated authority of the Team Leader, Intake Team and may be overseen by the Manager.
- Provide responsible, quality and informed advice to intake officers, senior officers, complainants and stakeholders
- Exercises sound judgement at all times.
- Ensure adherence to legal and procedural guidelines in decision-making processes.

Reporting line

This position reports to the Manager, Intake and Assessments.

Direct reports

Intake Officers

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated leadership skills, with experience in team coordination or supervision.
- Strong analytical skills to assess and manage complex complaints.
- Excellent interpersonal and communication skills, with the ability to mentor and train team members.
- Knowledge of the *Law Enforcement Conduct Commission Act 2016* and other relevant legislation or the ability to acquire this knowledge quickly.
- Proficiency in using database and case management systems.

Essential requirements

- 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 role 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](#) 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

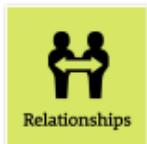
Focus capabilities

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 behaviors expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">Represent the organisation in an honest, ethical and professional way and encourage others to do soAct professionally and support a culture of integrityIdentify and explain ethical issues and set an example for others to followEnsure that others are aware of and understand the legislation and policy framework within which they operateAct to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences	Adept

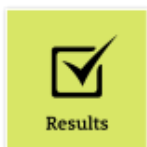


Work Collaboratively

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

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Assess work outcomes and identify and share learnings to inform future actions
- Ensure that own actions and those of others are focused on achieving organisational outcomes
- Exercise delegations responsibly
- Understand and apply high standards of financial probity with public monies and other resources
- Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
- Conduct and report on quality control audits
- Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks

Adept



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others




- Clarify work required, expected behaviours and outputs
- Clearly communicate team members' roles and responsibilities
- Contribute to developing team capability and recognise potential in people
- Recognise good performance, and give support and regular constructive feedback linked to development needs
- Identify appropriate learning opportunities for team members
- Create opportunities for all team members to contribute
- Act as a role model for inclusive behaviours and practices
- Recognise performance issues that need to be addressed and seek appropriate advice











Foundational

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate

 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate