

# Role Description

## Inspector

Role Description Fields	Details
Cluster	Customer Service
Department/Agency	SafeWork NSW
Division/Branch/Unit	Various
Classification/Grade/Band	Inspector 1/3
ANZSCO Code	312611
PCAT Code	1119192
Role Family/Function/Type	Regulation & Compliance/ Investigation & Monitoring/ Inspection
Date of Approval	November 2024
Agency website	<a href="http://www.safework.nsw.gov.au">www.safework.nsw.gov.au</a>

### Primary purpose of the role

Administer relevant legislation by delivering services that protects the NSW Community through innovative regulatory, compliance, enforcement and advisory services. This role works collaboratively with customers, taking a proportionate approach to compliance to reduce harm and or improve outcomes for injured workers, workplaces and the NSW Community.

### Key accountabilities

- Undertake workplace inspections, investigations and verification activities to secure compliance and improved health, safety and wellbeing outcomes for workplaces and workers through the delivery of regulatory risk based prevention and response programs
- Facilitate presentations, workshops, advisory services and participate in forums to educate and engage customers, stakeholders and industry to achieve improved standards in Work Health Safety (WHS), wellbeing, workers compensation and Return to Work (RTW)
- Respond to fatality, serious injury and high risk incidents, including voluntary participation in the after hours emergency response service, to address workplace health and safety risks
- Provide practical, technical and operational advice to internal and external customers and stakeholders to maximise regulatory outcomes that reduce harm, incidents and risks
- Communicate outcomes to customers through the preparation of accountable records, statutory notices, briefing documents and other correspondence to ensure understanding and secure compliance with legislation
- Maintain up-to-date knowledge and understanding of relevant legislation and associated guidance material to provide exemplar regulatory services to the NSW community
- Identify trends and emerging issues and make recommendations that contribute to innovative solutions that improve safety outcomes

### Key challenges

- Engaging workplaces to improve WHS, wellbeing, workers compensation and RTW performance and compliance, given the diverse levels of commitment and understanding across New South Wales

- Identifying and applying a mix of positive motivators, compliance monitoring and sanctions while encouraging and securing compliance
- Presenting practical technical advice and assistance consistent with legislation, policy and procedures, in a way that is easily understood by workplaces and industry whose expertise is in other fields, particularly when related to legislative interpretation

## Key relationships

### Internal

Who	Why
Manager	<ul style="list-style-type: none"> <li>• Keep informed, advise, receive guidance and instructions</li> <li>• Actively and positively engage in discussions and decisions regarding personal performance and issues relating to business unit operations and organisational direction</li> <li>• Identify emerging issues to inform decision making</li> </ul>
Customers/Stakeholders	<ul style="list-style-type: none"> <li>• Manage the flow of information, seek clarification, and provide customer focused advice and responses to ensure prompt resolution of issues</li> <li>• Analyse and respond to queries and provide solutions where possible, or redirect query to relevant area</li> <li>• Support and work alongside other business areas to maintain effective relationships</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Participate in meetings to share information and provide input on issues</li> <li>• Contribute to the business unit objectives</li> </ul>

### External

Who	Why
Customers/Stakeholders	<ul style="list-style-type: none"> <li>• Address/respond to queries where possible, or redirect relevant party for review and resolution</li> <li>• Provide practical, technical and operational expertise and advice</li> <li>• Develop and maintain relationships to facilitate delivery of integrated WHS, wellbeing, workers compensation and RTW practices</li> <li>• Contribute to a customer -focused approach to service delivery i.e. professional standard delivering a quality service in a timely manner.</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Manager

### Direct reports

Nil

## Budget/Expenditure

As per SafeWork NSW Delegations

### Essential requirements

- Diploma of Government (Workplace Inspection) to be completed within 12 months of commencement
- Regular travel throughout NSW with the occasional interstate travel
- Employees are expected to hold a valid driver's licence throughout employment.
- Satisfactory criminal record check
- Satisfactory medical assessment capacity in regard to physical and psychological impacts of the inherent duties of the role
- Appointment and ongoing assignment may be subject to restrictions and the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with relevant Legislation and/or related policies


### Capabilities for the role

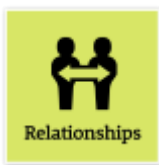
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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.

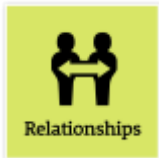
Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate

**Communicate Effectively**

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

Adept

**Commit to Customer Service**

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

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge 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
- Cooperate across work areas to improve outcomes for customers

Intermediate

**Plan and Prioritise**

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Plan and coordinate allocated activities
- Re-prioritise own work activities on a regular basis to achieve set goals
- Contribute to the development of teamwork plans and goal setting
- Understand team objectives and how own work relates to achieving these

Foundational

**Demonstrate Accountability**

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

- Be proactive in taking responsibility and being accountable for own actions
- Understand delegations and act within authority levels
- Identify and follow safe work practices, and be vigilant about own and others' applications of these practices
- Be aware of risks and act on or escalate risks, as appropriate
- Use financial and other resources responsibly

Intermediate

**Technology**

Understand and use available technologies to maximise efficiencies and effectiveness











- 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

## 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	Intermediate
	Manage Self	Show drive and motivation. An ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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 project planning, coordination and control methods	Foundational