

Role Description

Assessment Officer



Role Description Fields	Details
Cluster	Premier and Cabinet
Department/Agency	Law Enforcement Conduct Commission
Division/Branch/Unit	Oversight Assessments Team
Role number	
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	599599
PCAT Code	1339192
Date of Approval	February 2026
Agency Website	lecc.nsw.gov.au

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 Oversight Assessment Units primary function is to process complaints regarding misconduct by NSW Police Force and NSW Crime Commission officers. The team has a strong customer service function, dealing with the public via phone, face to face or via written correspondence. The role requires the ability to interpret and apply key policies, procedures and other guidelines to appropriately assess and process complaints. The Oversight Assessments Unit makes decisions about what action the Commission may take with regard to a complaint. This includes identifying appropriate matters for investigation by the NSW Police Force, NSW Crime Commission, or the LECC.

The Assessment Officer position requires good communication skills (both written and oral), attention to detail, and the ability to multitask effectively. The Assessment Officer 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 Assessments Unit works in a high-volume processing environment. Members of the Unit are required to manage high workloads in fast paced environments using business and bespoke operational systems.

Key accountabilities

- Conduct timely and accurate processing and assessing of complaints, enquires and other misconduct information in accordance with appropriate policies, procedures and legislation.
- Utilise the LECC’s case management information systems and a variety of business software proficiently.
- Provide high levels of customer service, through managing incoming telephone calls, as well as engaging appropriately with members of the public face to face.
- Monitor, process and draft written correspondence for a range of stakeholders, including; complainants, the NSWPF and the NSWCC.
- Appropriately categorise complaints as misconduct matters and/ or notifiable misconduct matters in accordance with the *Law Enforcement Conduct Commission Act 2016*.
- Effectively and respectfully manage unreasonable conduct including distressed and agitated behaviours exhibited by members of the public, in line with relevant LECC policies.
- Identify and effectively deal with threats of harm in accordance with LECC policy and procedures.
- Work effectively within the Oversight Assessments team to assist in the achievement of team deliverables.

Key challenges

- Prioritising and completing work in a high-volume processing environment within strict timeframes.
- Being able to interpret and apply key legislation, procedures and guidelines to accurately assess complaints in a decisive manner.
- Effectively service members of the public who may be experiencing high levels of distress in association with their complaint.
- Accurately classify complaints in accordance with statutory thresholds and LECC investigative priorities.
- Working effectively in both autonomous and team environments, displaying initiative in managing a large case load.

Key relationships

Internal

Who	Why
Manager, Assessments	<ul style="list-style-type: none"> • Operating in accordance with Managers instructions • Escalate urgent matters
Team Leader, Assessments	<ul style="list-style-type: none"> • Report day to day work
Coordinator, Assessments	<ul style="list-style-type: none"> • Coordinate team allocations and goals
Other Assessment Officers	<ul style="list-style-type: none"> • Work collaboratively to share complaints related information • Provide support to other Assessment Officers
Other LECC colleagues	<ul style="list-style-type: none"> • Provide advice and recommendations relating to complaints received

External

Who	Why
Members of the Public	<ul style="list-style-type: none">• Receiving complaints• Assist with enquiries• Provide formal correspondence
Other like Agencies (ICAC)	<ul style="list-style-type: none">• Complaint and research related purposes• Share and exchange information
NSWPF / NSWCC	<ul style="list-style-type: none">• Formally refer complaints as appropriate

Role dimensions

Decision making

- Make decisions to accurately assess and categorise complaints so that they are appropriately dealt with by the LECC, or referred to the NSWPF or NSWCC.
- Appropriately identify and escalate matters to senior officers where there is appropriate seriousness or issues of safety.
- Make decisions about individual and team work priorities and workload management.

Reporting line

This position reports to the Coordinator Assessments and Team Leader Assessments

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Ability to analyse, research skills and capacity to access and interrogate database information systems.
- Sound interpersonal, negotiation, oral and written communication skills.
- Excellent telephone manner and the proven ability to convey information over the telephone with clarity and patience.
- Ability to work under pressure and meet deadlines.
- Knowledge of, or the ability to rapidly acquire a sound knowledge of the *Law Enforcement Conduct Commission Act 2016*, and other relevant legislation, policies and procedures.
- 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 AO 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.

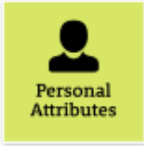

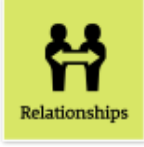
The capabilities are separated into focus capabilities and complementary capabilities.

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
 Personal Attributes	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 • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • 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
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • 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

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate

**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' application 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	Adept
	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
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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 planning, coordination and control methods	Intermediate