

# Role Description

## Senior Inspector, Electrical Installations



Customer Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	NSW Fair Trading/Building & Construction Service
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	17 May 2016

### Primary purpose of the role

Conduct complex dispute resolution and coordinate inspection programs to ensure and enhance compliance with relevant legislation. Provides specialist expertise and marketplace intelligence for the design and delivery of education and targeted inspection programs. Builds strategic networks with industry.

### Key accountabilities

- Undertake inspection and compliance activities in accordance with legislative requirements and regulations, policies and procedures and within service performance standards, taking on specialist role within a team.
- Coordinate proactive and targeted inspection operations applying effective risk management strategies to ensure the achievement of compliance objectives.
- Undertake complex mediations and dispute resolution in line with legislation, regulations and policies.
- Prepare, present and review evidence, reports and submissions to make appropriate recommendations in accordance with legislative requirements and regulations and delegated authorities.
- Develop and maintain specialist regulatory knowledge and skills, act as a resource for managers and team members and effectively contribute to ongoing development needs of the Department's regulatory role.
- Provide advice regarding significant developments, critical milestones and identification of options to meet compliance objectives.
- Provide information and advice to industry, businesses and citizens regarding their rights and responsibilities in relation to relevant legislation.
- Effectively maintain statistical data, records and outcomes and provide timely and accurate reporting of compliance activities undertaken. Contribute to the development, mentoring and coaching to team members, maintaining a culture of teamwork, achievement, accountability and outcome focus.

### Key challenges

- Using sound judgment and discretionary skills to make supportable decisions regarding appropriate compliance activities.

- Ensuring decisions, actions and outcomes are conducted in accordance with legislative requirements and regulations, within appropriate delegations and meet compliance objectives.
- Managing competing priorities in a diverse customer service and regulatory environment and communicating effectively with a wide range of stakeholders and the public.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise, receive guidance and instructions.</li> <li>• Participate in discussions and decisions regarding planning meetings and mediations.</li> </ul>
Team	<ul style="list-style-type: none"> <li>• Inspire and motivate team, provide direction and manage performance.</li> <li>• Encourage team members to work collaboratively to achieve business outcomes.</li> </ul>
Customer	<ul style="list-style-type: none"> <li>• Provide expert advice to achieve business outcomes and meet expectations.</li> <li>• Support team members and work collaboratively to contribute to achieving the teams business outcomes.</li> </ul>
<b>External</b>	
Industry Professionals and/or Consultants	<ul style="list-style-type: none"> <li>• Seek/maintain specialist knowledge/advice and collaborate on project groups and keep up with best practice in current electrical standards and technologies.</li> <li>• Participate in forums, groups to represent the agency and share information.</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Negotiate outcomes and timeframes.</li> <li>• Address/respond to queries in a timely manner, or redirect relevant party for review and resolution.</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are 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.

### Direct reports

No direct reports.

### Budget/Expenditure

As per the Customer Service Delegations

## Essential requirements

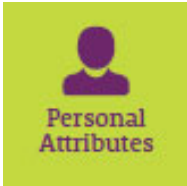



- Must hold or be eligible to obtain a NSW Electrical Wiring Work licence.
- Must demonstrate extensive knowledge and understanding of the Electrical Wiring Rules and the Australian Standards AS/NZS 3000 and Service & Installation Rules of NSW (SIRs). Must have a general knowledge of the Gas and Electricity (Consumer safety) Act 2017 and Regulation 2018 and the Fair Trading Act 1987.
- Must hold a minimum Class A, current driver's licence and be prepared to drive throughout NSW as required.
- Must demonstrate computer literacy at a minimum of intermediate level.
- Must undertake employment screening checks, security or other clearances and health assessment.

## 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	Adept
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	<b>Finance</b>	<b>Foundational</b>
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

## 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	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Business Enablers</b> Finance	Foundational	<ul style="list-style-type: none"> <li>• Understand that government services budgets are limited and must only be used for intended purposes</li> <li>• Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions</li> <li>• Be aware of financial delegation principles and processes</li> <li>• Understand compliance obligations related to using resources and recording financial transactions</li> </ul>