

Role Description

Agency	NSW Ombudsman
Role Title	Officer, People & Culture
Branch/Division/Unit	Corporate Services Branch, People and Culture Unit
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 3/4
Senior Executive Work Level Standards	NA
Kind of Employment	Ongoing or temporary
ANZSCO Code	599411
PCAT Code	6191224992
Date of Approval	28 August 2026
Agency Website	www.ombo.nsw.gov.au

Agency overview

The NSW Ombudsman is an independent integrity agency that pursues fairness for the people of NSW. We strive to ensure that those entrusted with public power and resources fulfil their responsibilities and treat everyone fairly.

The Ombudsman has a range of statutory functions. These can be broadly grouped into the following 3 categories, which align with the office's 3 organisational divisions:

- handling complaints about, and where necessary investigating, the conduct of public authorities and community service providers – primarily the focus of the Complaints and Investigations Division
- overseeing compliance and performance of certain NSW Government and community sector programs and systems through monitoring, auditing, inquiries, conducting reviews and reporting – primarily the focus of the Systems Oversight and Reviews Division
- delivering tools, guides and other resources, and providing educational and training services, to support capacity building by public authorities and community service providers – primarily the focus of the People, Performance and Sector Improvement Division.

The People, Performance and Sector Improvement Division is also responsible for the office's strategic, corporate and supporting functions.

Primary purpose of the role

Support and contribute to a range of high quality HR services, projects and initiatives that build and sustain leadership, workforce capability, compliance and workplace culture enabling NSW Ombudsman to deliver its strategic priorities.

Key accountabilities

- Monitor and triage the shared People & Culture (P&C) inbox by ensuring incoming employee enquires are responded to and allocated across team members or redirected appropriately in a timely manner. Respond to enquiries and requests including initial (Tier 1) advice and contributing to the continuous improvement of P&C process, policies and systems by identifying potential enhancements to existing practices.

- Support the implementation and coordination of a variety of P&C related initiatives and processes such as onboarding, induction and offboarding, to contribute to a seamless end-to-end service that is client orientated and outcomes focused.
- Coordinate and prepare various internal and external reporting and documentation requirements of the team for key stakeholders, including status updates, reports, briefing notes and the management of HR databases and information systems.
- Provide secretariat and administrative support for to the team in committees, forums, meetings and projects to enable client focused service delivery.
- Review employee requests and maintain proper documentation and record management to ensure policy, Award and legislative compliance.
- Collaborate with team members and other stakeholders on projects and day to day priorities to ensure deadlines are met and results are achieved.
- Assist with workforce communications, presentations, events and other stakeholder engagement strategies.

Key challenges

- Meeting tight deadlines in a fast paced environment with conflicting priorities and multiple stakeholders, while maintaining quality of work and compliance standards.
- Building professional knowledge and understanding across the business and team.
- Providing client focused advice and service delivery that also ensures legislative and policy compliance is maintained at all times.

Key relationships

Who	Why
Internal	
Manager	• Receive day to day guidance, advice and feedback on performance • Escalate issues, seek direction, advice and support • Provide information and support the delivery of business support initiatives
People & Culture team members	• Provide information, advice and support • Support and collaborate on projects and work activities
Teams across the Corporate Services branch	• Partner and collaborate on projects that require cross-divisional input
Managers and staff across the organisation	• Provide advice and assistance on basic HR related matters • Develop and maintain effective working relationships with staff in all business units toward the effective achievement of organisational priorities
External	
Public Service Commission	• Seek guidance and advice on HR related matters relevant to the NSW Public Service
Public Service Industrial Relations	• Seek guidance and advice on IR related matters relevant to the NSW Public Service
External suppliers	• Communicate business requirements and monitor service delivery

Role dimensions

The Officer, People and Culture is involved in a variety of People and Culture team activities such as providing initial advice and support to the business, undertaking HR administration, reviews, reporting and monitoring, providing secretariat and project support for HR functions and projects, coordinating HR related activities and events and supporting the continuous improvement of HR processes and documentation.

Decision making

The role:

- works with supervision to set own priorities in alignment with management
- works with management guidance, develops a suitable approach in managing workload and provision of advice and input towards team planning and projects
- is responsible for determining own actions undertaken, within government and legislative policies, and ensuring quality control in the implementation of own workload
- applies sound judgement to identify risks and escalate issues to management when required
- ensures a course of action is suitable and based on sound evidence, as required to management or senior staff or where expert advice is required

Reporting line

This role reports to the Senior Advisor, People & Culture.

Direct reports

This role has no direct reports.

Budget/expenditure

The role does not have budgetary responsibility.

Essential requirements

Employment at the NSW Ombudsman is subject to the satisfactory completion of security and related vetting including, in part, a criminal records check; signed understanding and acceptance of a range of policies; two statutory declarations relating to conflicts of interest, arrests, charges, convictions and a health declaration.

Whilst not essential, the following attributes will be highly regarded:

- Qualifications in HR or associated discipline or relevant experience.
- Demonstrated experience in interpreting, understanding and applying relevant NSW Public Sector legislation, in particular the Government Sector Employment Act, Regulation and Rules.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [The Capability Framework | NSW Public Service Commission](#).

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	Foundational
	Act with integrity	Intermediate
	Manage self	Intermediate
	Value diversity and inclusion	Intermediate
 Relationships	Communicate effectively	Foundational
	Commit to customer service	Intermediate
	Work collaboratively	Foundational
	Influence and negotiate	Foundational
 Results	Deliver results	Intermediate
	Plan and prioritise	Foundational
	Think and solve problems	Intermediate
	Demonstrate accountability	Intermediate
 Business enablers	Finance	Foundational
	Technology	Foundational
	Procurement and contract management	Foundational
	Project management	Foundational
Human Resources Professionals Capability Set		
Capability group	Capability name	Level
 Occupation specific	Employee Services Deliver customer focused services to optimise the employment life-cycle experience at an individual and organisational level	Level 1

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.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	Manage self Be persistent, self-reflect and commit to learning	- Adapt your existing skills to new situations - Commit to achieving work goals - Be aware of your strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Persist when tasks are difficult	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	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 your organisation - Demonstrate a thorough knowledge of the available services and share relevant information with customers - Identify and respond quickly to customer needs - Consider different customer needs and experiences when developing solutions to meet needs - Resolve complex customer issues - Cooperate across work areas to improve outcomes for customers	Intermediate
 Results	Deliver results Achieve results by using resources efficiently and committing to quality outcomes	- Seek and apply specialist advice when needed - Complete work tasks within set budgets, timeframes and standards - Take the initiative to progress and deliver your own work and that of the team or business unit - Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals - Identify any barriers to achieving results and resolve these where possible - Proactively change or adjust plans when needed	Intermediate
 Results	Plan and prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Plan and coordinate the work assigned to you - Re-prioritise your work tasks as needed to achieve set goals - Contribute to developing your team's work plans and goal setting - Understand how your work contributes to achieving team goals	Foundational
Human Resources Professionals Capability Set			
 Occupation specific	Employee services Deliver customer focused services to optimise the employment life-cycle experience at an individual and organisational level	- Respond to basic employment queries and provide relevant information, explanation and advice to employees - Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary - Assist in the delivery of basic workforce management services (e.g. induction/orientation, payroll) in line with service-level agreements for the division or organisation - Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience - Implement systems and processes to measure the efficiency of third party suppliers - Maintain service excellence and support during times of change - Comply with organisational procedures and legislative/ regulatory requirements	Level 1