Role Description
Assistant Supervision Advisor

Role Description Fields	Details
Department/Agency	Department of Customer Service / State Insurance Regulatory Authority
Division/Branch/Unit	Regulatory Operations
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	599599
OSCA Code	591999
PCAT Code	1119192
Role Family/Function/Type	Regulatory & Licensing / Regulation / Regulatory Operations, assessment & advice
Date of Approval	August 2025 (2026 capabilities updated Nov 2026)
Agency website	www.customerservice.nsw.gov.au

Agency Overview

The State Insurance Regulatory Authority (SIRA) regulates the NSW Workers Compensation Scheme, NSW Compulsory Third Party (CTP) Scheme and Home Building Compensation (HBC) Scheme. SIRA also has some regulatory functions in other NSW insurance schemes including the Lifetime Care and Support and Dust Diseases schemes.

These schemes provide an important social safety net for the people of NSW who may one day experience injury or loss. At any one time, more than 10 million people are protected through a SIRA-regulated scheme. These schemes are funded by more than 6.4 million vehicle owners, employers, and homeowners who together pay more than $7 billion in premiums annually to insurers regulated by SIRA.

Primary purpose of the role

Support the delivery and coordination of projects related to legislative non-compliance and supervision strategies to achieve improved industry outcomes.

Key accountabilities

- Research and collate information, from a range of internal and external sources identifying emerging risks and trends, to support decision making and achieve business outcomes.
- Identify instances of non-compliance and gather and provide information and/or evidence for escalation and/or referral to the relevant team to support compliance activities
- Update and amend various organisational databases, to record enquiries and recommendations to ensure the availability of current information and to support effective business reporting
- Maintain currency with established procedures and policy, make recommendations and contribute to the implementation of change to support optimal service delivery
- Provide project and operational support, including monitoring and reporting on project plans, milestones and deliverables, to enable projects to be delivered in accordance with the agreed project plan
- Contribute to continuous improvement initiatives through new ideas and identification of opportunities to improve the efficiency of work processes and the implementation of changes in service delivery

Key challenges

- Managing competing priorities and providing consistently high levels of support, given competing operational demands and the need to work independently.
- Providing high quality, accurate and timely support while maintaining compliance and consistency with departmental policy and procedures and legislative requirements which can be complex.
- Understanding the perspectives and needs of a diverse range of internal and external stakeholders to develop optimum collaboration, minimise adversarial conditions and ensure compliance with regulatory standards in a high-volume work environment

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, receive guidance and instructions and contribute to decision making • Participate in meetings and discussions to share information, provide advice, input and feedback • Identify sensitive issues, risk & opportunities and recommend potential solutions • Provide regular updates on key projects/programs and priorities
Work team	• Guide, support, coach and mentor team members • Support team members and work collaboratively to contribute to achieving business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information • Review work and proposals of team members
Customers/Stakeholder	• Manage the flow of information, seek clarification, and provide customer focused advice and responses to ensure prompt resolution of issues • Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution • Optimise engagement to achieve defined outcomes and manage expectations

External

Who	Why
Customers/Stakeholder	• Respond and resolve queries, provide information and/or resources or redirect to the appropriate person or business unit if required • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards • Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is 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 SIRA Delegations

Essential requirements

Appointment and ongoing assignment may be subject to restrictions and the satisfactory participation in mandatory pre-employment 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.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate
	**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
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand that government services' budgets are limited and must only be used for intended purposes • Understand the importance of accuracy and completeness when estimating costs, and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations for using resources and recording financial transactions	Foundational
	**Project Management** Understand and use effective ways to plan, coordinate and control projects	• Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in project planning and provide feedback on progress and potential improvements to project processes	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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

Capability group/sets	Capability name	Description	Level
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational