



## CRIME MANAGER (LOCAL AREA COMMAND) (Also refer to ISR-5 - Investigation Supervisor)

**Rank: LAC Level 1 - Chief Inspector**  
**LAC Level 2/3 - Inspector**

### Key Areas:

The Crime Manager is a strategic management position, responsible for the development and management of crime investigations and crime reduction strategies in accordance with the policing strategy of the Local Area Commander. This includes investigations that cross LAC boundaries.

The position also is:

- A component of the LAC Management Team
- Responsible for the efficient running of the Crime Management Unit
- Provides the link between the LAC, Crime Agencies & other support groups.
- Responsible for the technical and quality aspects of investigations within the LAC.
- Works closely with the Duty Officer

### Position Overview:

- Manage all criminal investigations within the Local Area Command and across LACs.
- Provide key advice in formulating and implementing the LAC crime strategy, review & evaluate its impact.
- Manage the Crime Management Unit.
- Lead & direct complex sensitive investigations as required.
- Lead a pro-active approach to tackling crime, utilising flexible resource deployment.
- Provide a specialist criminal investigation consultancy to all personnel within the LAC.
- Monitor the effective operation of the Case Management System.
- Participate in the planning, coordination and implementation of policing initiatives with adjoining LACs and Crime Managers.
- Develop and implement procedures to maintain and continually improve quality of suspect interviewing, brief preparation and court presentation by all LAC personnel.
- Conduct post case/investigative analysis.
- Implement comprehensive corruption prevention strategies.
- Perform the role of Crime Media Liaison Officer.
- Act as the point of reference to the Region Professional Standards Officer.
- Ensure effective management and compliance with Source (Informant) Management.

### Key Technical/Professional Criteria:

- Well-developed investigative skills & experience.
- Development of Crime Management Strategies.
- Thorough knowledge of the Internal Informant Policy.
- Knowledge of Source (Informant) Management.
- Understanding of the concepts and principles of Risk Management.
- Sound working knowledge of Conciliations/Internal Affairs investigations.
- Understanding of the Media Policy.

*Workforce Planning*  
*28 July 2003*

## SAMPLE POSITION ALLOCATIONS FOR THE JOB STREAMS

- Operational  
1-2-3 LAC Commander, General, Beats, Court Security, DATS, Dogs, Transits, Licensing, Mounted Police, Police Rescue, Staff Officers Operations, Duty Operations Inspector (DOY), Region Commander, Custody Manager, Duty Officer, Team Leader (LAC), Operations Manager, Anti Theft, TAG
- Investigation  
4-5-6 Detectives, Major Crime, Investigators within Child Protection, FEA, LEA, Surveillance, Crime Manager, Team Leader (LAC), Investigations Manager (LAC)
- Traffic  
7-8-9 Highway LAC, Parking, LAC Traffic, Crash Investigation, Traffic Supervisor
- Intelligence  
10-11-12 LAC Intelligence, State Intelligence, LAC Tactician, Staff Officers Intelligence, District Intelligence, Surveillance, Crime Coordinators Research/Intelligence
- Technical  
13-14-15 Fingerprints, Crime Scene, Handwriting, Ballistics, Bomb Disposal, Radio Technical, Engineers, Computer Systems Officers, Document Examiner,
- Legal  
16-17-18 Prosecutors, Legal Services, Solicitors,
- Training  
19-20-21 Academy Lecturers, EDO, Training Co-ordinators, Academics
- Finance  
22-23-24 Finance Officers, Accountants
- Human Resources  
25-26-27 Staff Officer Personnel, HR Planning, Recruiting, Employee Assistance, Management Information, HR Manager
- Administration  
28-29-30 Admin Clerk/Clerical Officer, Data Input, SAO, Executive Support, Special Projects, GSO, Radio Operator, Stores, Stenographers, Firearms Registry, Brief Handling, Chief of Staff, Communications Operator, Exhibits, LAM, Professional Standards Manger, Region Manager, Customer Service Rep (PAL), Executive Officer (LAC), DEMO, Court Process
- Vocational  
31-32-33 Pilot, Nursing, Doctor, Trades people, Library, Gardeners, Security
- Programs  
CARES, Victim Support, Strategy/Policy, Safety House, Neighbourhood Watch, Blue Light, VIP, Protocol, Band, Media, Public Relations, ACLOs,

**Ethnic Liaison Officers, Crime Prevention Officers, DV & VSLO, Youth  
Liaison**

# NEW SOUTH WALES POLICE SERVICE

## JOB STREAM RESPONSIBILITIES

Workforce Planning Unit  
**WORKFORCE AND CAREER DIRECTORATE**

<b>JOB STREAM</b>	Supervisor - Investigative	No: JSR 05
<b>JOB SCOPE</b>	Members of this stream are responsible for providing supervision of areas designated as 'Investigative'. This includes areas where the core business is the investigation of criminal activity.	
<b>SELECTION CRITERIA</b>	<ul style="list-style-type: none"> <li>➤ Completion of the relevant assessment process at the required standard.</li> <li>➤ Demonstrated understanding of issues and requirements pertaining to the supervision of investigative activities.</li> <li>➤ Demonstrated ability as a supervisor and leader.</li> <li>➤ Demonstrated possession of high integrity standards.</li> <li>➤ Demonstrated understanding of responsibility and personal accountability.</li> <li>➤ Commitment and capacity to implement EEO policies and related issues.</li> <li>➤ Demonstrated understanding of the Ethnic Affairs Priorities Statement and issues pertaining to Aboriginal communities.</li> <li>➤ Relevant computer skills.</li> </ul>	
<b>DESIRABLE CRITERIA</b>	<ul style="list-style-type: none"> <li>➤ Experience and/or qualifications in supervision.</li> <li>➤ Relevant post secondary qualifications.</li> </ul>	
<b>KEY RESPONSIBILITIES</b>	Members of this stream are responsible for active supervision of all corporate values and requirements and for providing high quality outcomes in the following prescribed responsibilities.	
<b>Corporate Responsibilities</b>	<ul style="list-style-type: none"> <li>➤ Monitoring and implementing corruption prevention strategies incorporating the Command Management Framework.</li> <li>➤ Providing the supervision and motivation necessary to achieve corporate objectives.</li> <li>➤ Ensuring effective use of all resources and conducting regular audits and inspections utilising the Command Management Framework.</li> <li>➤ Ensuring stringent compliance with procedures for the safety, well being and security of people in custody.</li> <li>➤ Promoting strategic planning and practices.</li> <li>➤ Promoting a high degree of customer satisfaction.</li> </ul>	

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Command Responsibilities	<ul style="list-style-type: none"> <li>➤ Implementing and monitoring the stated command course of action.</li> <li>➤ Monitoring the progress of delegations, assignments and projects.</li> <li>➤ Providing effective leadership and supervision.</li> <li>➤ Providing induction to newly appointed personnel.</li> <li>➤ Providing mentoring to all personnel.</li> <li>➤ Ensuring the effective management and integrity of police informants.</li> <li>➤ Ensuring the implementation of high quality operations planning.</li> <li>➤ Providing opportunities for education, development and career enhancement.</li> <li>➤ Complying with and monitoring mandatory requirements.</li> <li>➤ Working and cooperating with adjoining commands and other Service resources to maximise corporate effectiveness.</li> <li>➤ Monitor the welfare and psychological fitness of all staff and provide support and referral services as required.</li> </ul>			
Community Responsibilities	<ul style="list-style-type: none"> <li>➤ Providing a professional policing service that meets the needs of the Police Service and the Community.</li> <li>➤ Actively encourage community and Police Service interaction.</li> <li>➤ Actively encourage community involvement in the command planning process.</li> <li>➤ Cooperating with other public and private sector organisations and contributing to the effective use of scarce community resources.</li> </ul>			
Prescribed Responsibilities	<ul style="list-style-type: none"> <li>➤ Ensuring personal compliance with and taking positive action towards: <ul style="list-style-type: none"> <li>● EEO and Anti Discrimination.</li> <li>● Occupational Health and Safety</li> <li>● The Principles for the Ethnic Affairs Priorities Statement</li> <li>● Legislation pertaining to Child Protection (Prohibited Employment) as well as Children and Young People.</li> <li>● The Corporate Corruption Prevention Plan.</li> <li>● Continuous Improvement.</li> <li>● Psychological Fitness for Duty Policies</li> <li>● The Command Management Framework</li> </ul> </li> </ul>			
CERTIFIED CORRECT	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;">Name Dr. E. CHADBOURNE</td> <td style="width: 30%; padding: 5px;">Position Executive Director, Human Resource Services</td> <td style="width: 20%; padding: 5px;">Date 8 November 2001</td> </tr> </table>	Name Dr. E. CHADBOURNE	Position Executive Director, Human Resource Services	Date 8 November 2001
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## Job Stream Responsibilities

### Workforce Planning Unit

#### Workforce and Career Directorate

**Job Stream** Supervisor - Investigative

No: JSR.05

**Job Scope**

Members of this stream are responsible for providing supervision of areas designated as 'Investigative'. This includes areas where the core business is the investigation of criminal activity.

**Selection Criteria**

- Refer to Position Overview for Position Specific Selection Criteria
- Completion of the relevant assessment process at the required standard.
- Demonstrated understanding of issues and requirements pertaining to the supervision of investigative activities.
- Demonstrated ability as a supervisor and leader.
- Demonstrated possession of high integrity standards.
- Demonstrated understanding of responsibility and personal accountability.
- Commitment and capacity to implement BEO policies and related issues.
- Demonstrated understanding of the Ethnic Affairs Priorities Statement and issues pertaining to Aboriginal communities.
- Relevant computer skills.

**Desirable Criteria**

- Experience and/or qualifications in supervision.
- Relevant post secondary qualifications.

**Key Responsibilities**

Members of this stream are responsible for active supervision of all corporate values and requirements and for providing high quality outcomes in the following prescribed responsibilities.

**Corporate Responsibilities**

- Monitoring and implementing corruption prevention strategies incorporating the Command Management Framework.
- Providing the supervision and motivation necessary to achieve corporate objectives.
- Ensuring effective use of all resources and conducting regular audits and inspections utilising the Command Management Framework.
- Ensuring stringent compliance with procedures for the safety, well being and security of people in custody.
- Promoting strategic planning and practices.
- Promoting a high degree of customer satisfaction.
- Implementing and monitoring the stated command course of action.
- Monitoring the progress of delegations, assignments and projects.

**Command Responsibilities**

- Providing effective leadership and supervision.
- Providing induction to newly appointed personnel.
- Providing mentoring to all personnel.
- Ensuring the effective management and integrity of police informants.
- Ensuring the implementation of high quality operations planning.
- Providing opportunities for education, development and career enhancement.
- Complying with and monitoring mandatory requirements.
- Working and cooperating with adjoining commands and other Service resources to maximise corporate effectiveness.
- Monitor the welfare and psychological fitness of all staff and provide support and referral services as required.
- Providing a professional policing service that meets the needs of the Police Service and the Community.

**Community Responsibilities**

- Actively encourage community and Police Service interaction.
- Actively encourage community involvement in the command planning process.
- Cooperating with other public and private sector organisations and contributing to the effective use of scarce community resources.

**Prescribed Responsibilities**

- Ensuring personal compliance with and taking positive action towards:
  - EEO and Anti Discrimination.
  - Occupational Health and Safety
  - The Principles for the Ethnic Affairs Priorities Statement
  - Legislation pertaining to Child Protection (Prohibited Employment) as well as Children and Young People.
  - The Corporate Corruption Prevention Plan.
  - Continuous Improvement.
  - Psychological Fitness for Duty Policies
  - The Command Management Framework.

**Certified Correct**

Name Dr. E. Chadbourne Position Executive Director, Human Resource Services

Date 8 November 2001

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**NSW POLICE FORCE INTRANET**

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## Investigation Supervisor Competencies - JSR 05

### 1. Planning & Organising/Work Management

#### Definition

Establishing a course of action for self and others to accomplish a specific goal. Planning proper assignments of personnel and appropriate allocation of resources.

Establishing procedures to monitor the results of delegations, assignments, or projects.

#### Key Actions

- o Establish objectives and milestones
- o Estimate times and schedule activities
- o Identify and allocate resources
- o Set priorities
- o Use tools (eg. calendar, files, charts etc)

### 2. Communication

#### Definition

Expressing ideas effectively in individual and group situations (including nonverbal communication). Adjusting language or terminology to the characteristics and needs of the audience.

Expressing ideas clearly in memoranda, reports, letters or other documents with appropriate organisation and structure, correct grammar and language or terminology that is adjusted to the characteristics and needs of the audience.

Presenting ideas effectively to individuals or groups when given time for preparation (including nonverbal communication and use of visual aids). Targeting presentations to the characteristics and needs of the audience.

#### Key Actions

- o Mechanics - appropriate grammar & vocabulary
- o Correct structure & logical sequence
- o Delivery - rate, volume, gestures, eye contact
- o Listen and respond



- Use vocabulary & type appropriate to audience
- Express ideas clearly and succinctly
- Address needs of audience
- Follow logical sequence in discussion
- Present suggestions/points of view in convincing manner

### 3. **Teamwork/Collaboration**

#### **Definition**

Working effectively with team/work group or those outside formal line of authority (e.g. associates, senior managers), to accomplish NSWPF goals. Taking actions that respect the needs and contributions of others.

Contributing to accepting the consensus. Subordinating own objectives to the objectives of the NSWPF or team.

#### **Key Actions**

- Build on others' ideas
- Build relationships
- Exchange information freely
- Put group goals ahead of individual/own goals
- Support group decisions
- Volunteer ideas freely

### 4. **Maximising Performance**

#### **Definition**

Establishing performance and development goals, coaching performance, providing training and evaluating performance.

#### **Key Actions**

- Agree on how performance will be tracked
- Agree on measurable performance areas
- Agree on specific objectives
- Mutually agree on accomplishments

### 5. **Individual Leadership/Influencing**

#### **Definition**

Using appropriate interpersonal styles and methods to inspire and guide individuals (subordinates, peers, superiors) toward improved goal achievement.

Modifying behaviours to accommodate tasks, situations and individuals involved.

#### Key Actions

- o Anticipate reactions & have plan to deal with them
- o Ask for & gain commitment to action
- o Focus on situation not the person
- o Follow logical sequence in discussion
- o Present suggestions/point of view in a convincing manner
- o Use relationship skills effectively

## 6. Integrity

### Definition

Maintaining and promoting social, ethical and organisational norms in conducting internal and external business activities.

### Key Actions

- o Adhere to policies and regulations
- o Fairly represent organisation's capabilities
- o Maintain confidentiality
- o Meet personal commitments & promises
- o Share complete & accurate information
- o Take responsibility for own decisions & actions

## 7. Information Monitoring

### Definition

Setting up ongoing procedures for collection and review of information necessary for the management of projects or an organisation.

Taking into consideration the skills, knowledge and experience of the responsible individuals and characteristics of the assignments or projects.

### Key Actions

- o Collect and review reports on work projects
- o Establish systems/schedules to monitor work progress

- o Identify data collection sources
- o Meet with others to review work/project status
- o Observe operations/projects in progress

## 8. Decision Making

### Definition

Comprehends and distils issues quickly and accurately. Identifies problems and their causes. Develops achievable options exercising judgement and selection of most appropriate course.

Having and using knowledge of systems, situations, pressures and culture inside the NSWPF to identify potential organisation problems and opportunities. Perceiving the impact and evaluating the implications of decisions on other components of the NSWPF.

### Key Actions

- o Gather relevant information
- o Identify cause & effect relationships
- o Weigh pros & cons or impact of alternatives
- o Identify underlying issues & problems
- o Commit to the most appropriate action
- o Think and act in a flexible manner

## 9. Technical Professional Knowledge

### Definition

Having achieved a satisfactory level of technical and professional skills/knowledge. Keeping abreast of current developments and trends in areas of expertise.

### Key Actions

- o Know how to apply a skill or procedure
- o Know when to apply a skill or procedure
- o Perform complex tasks in area of expertise
- o Understand technical terminology & developments

## 10. Analysis/Problem Assessment

### Definition

Securing relevant information and identifying key issues and relationships from a base of

information. Relating and comparing data from different sources. Identifying cause effect relationships.

**Key Actions**

- o Detect existence of problems or opportunities.
- o Gather all relevant information
- o Identify cause and effect relationships
- o Identify underlying issues or problems
- o Organise information
- o Recognise trends

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