

# ROLE DESCRIPTION

## Assistant Centre Administration Support Officer

Cluster	Justice
Division/Branch/Unit	CSNSW/ Custodial Corrections / Correctional Centres
Location	Various
Classification/Grade/Band	Clerk General Scale
ANZSCO Code	561999
Role Number	Various
PCAT Code	1119192
Date of Approval	24 August 2018
Agency Website	<a href="http://www.justice.nsw.gov.au/corrective-services">http://www.justice.nsw.gov.au/corrective-services</a>

### Primary purpose of the role

Assist in undertaking a variety of recognized correctional administrative tasks within the areas of general administration, finance, purchasing, warehousing and stores and records management), to ensure that Manager (s) / Supervisor (s) or work teams are supported in accordance with the directions provided.

### Key accountabilities

- Support and assist senior executive (s) or operate within a work team undertaking administrative tasks in accordance with standardized processes and practices under direction.
- Extract and disseminate manual and electronic information and undertake factual data-entry by using a variety of databases to ensure records are maintained and updated accurately and stored correctly for accessibility.
- Respond to telephone and / or counter enquiries from clients and provide timely and effective factual information; up-date official records as required, or escalate inquiries to other relevant staff as necessary.
- Generate routine correspondence based on standard templates or exchange, as necessary factual information with clients, customers and peers using technology; whilst exercising discretion and judgment at all times and seeking supervisory direction as necessary.
- Undertake a variety of tasks in relation to copy production, dispatch, loading, unloading, data-entry, records management and related administrative duties.

### Key challenges

- Providing timely service and support that responds to the needs of the business centre and clients in a changing environment.

## Key relationships

Who	Why
<b>Internal</b>	
Supervisors/Managers	<ul style="list-style-type: none"><li>• Consultation regarding difficult day to day enquiries and complex issues.</li></ul>
Team members, Client support staff and referral and support staff	<ul style="list-style-type: none"><li>• Communicate routine, day to day issues, seek information, give information, instruct on process and procedures, relay messages, request file retrievals, call referrals.</li></ul>
<b>External</b>	
Business Centre Clients	<ul style="list-style-type: none"><li>• Exchange factual information</li></ul>
Service Providers	<ul style="list-style-type: none"><li>• Advise on processes and procedures</li></ul>
Other public sector agencies/departments	<ul style="list-style-type: none"><li>• Clarify and seek information</li></ul>

## Role dimensions

### Decision making

The role operates in accordance with established practices and procedures, in relation to the day-to-day delivery of administrative support services.

The role refers more complex enquiries to the supervisor for guidance.

### Reporting line

General Manager / Team Leader.

### Direct reports

N/A

### Budget/Expenditure

N/A

## Essential requirements

Current driver's licence with willingness and ability to drive throughout NSW






Current forklift licence, when required, and willingness to undertake forklift driving duties

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework>

## 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	Foundational
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Foundational</b>
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Business Outcomes	N/A
	Manage Reform and Change	N/A

## 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> Manage Self	Foundational	<ul style="list-style-type: none"> <li>Be willing to develop and apply new skills</li> <li>Show commitment to completing work activities effectively</li> <li>Look for opportunities to learn from the feedback of others</li> </ul>
<b>Relationships</b> Communicate Effectively	Foundational	<ul style="list-style-type: none"> <li>Speak at the right pace and volume for varied audiences</li> <li>Allow others time to speak</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Display active listening</li> <li>• Explain things clearly</li> <li>• Be aware of own body language and facial expressions</li> <li>• Write in a way that is logical and easy to follow</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Suggest improvements to work tasks for the team</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>• Understand information, communication and document control policies and systems, and security protocols</li> <li>• Comply with policies on acceptable use of technology</li> </ul>