

# Role Description

## Administrative Assistant

Cluster	Transport for NSW
Agency	Roads and Maritime Services
Division/ Branch/ Unit	Regional and Freight / Regional Maintenance
Location	Narrabri
Classification/ Grade/ Band	USS4
Role Number	Various
ANZSCO Code	531111
PCAT Code	1127172
Date of Approval	31-May-18
Agency Website	<a href="http://www.rms.nsw.gov.au/">http://www.rms.nsw.gov.au/</a>

### Agency overview

Roads & Maritime Services (RMS) was formed on 1 November 2011 with key accountabilities:

- Delivery of new roads and maritime infrastructure to optimise safety and effective & efficient use
- Effective & efficient traffic management and use of the road and maritime network
- Execution of road and maritime safety policies and regulations
- Maintenance of the road and maritime infrastructure to optimise safety, traffic management and asset life

RMS is part of a new integrated transport authority led by Transport for NSW (TfNSW) that aims to create a better transport system, one that is fundamentally designed around the needs and expectations of customers, communities and the economy.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

### Primary purpose of the role

The Administrative Assistant provides administrative, clerical and secretarial support services to enable the efficient operation of the team/unit.

### Key accountabilities

- Provide administrative services including filing, mail receipt and sorting, maintenance of registers, routine purchasing, meeting and event support, photocopying, and creating and compiling documents to support the effective operation of the team/unit
- Collect and compile information to support the development of documentation and reports
- Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of accurate information

- Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly and accessible
- Contribute to the development of the team's administrative capability and service provision through the identification and recommendation of system and process improvements.

## Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues and provide updates</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Participate in meetings, share information and provide input on issues</li> </ul>
Clients/customers	<ul style="list-style-type: none"> <li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues</li> </ul>
<b>External</b>	
Suppliers/Customers	<ul style="list-style-type: none"> <li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues</li> </ul>
	<ul style="list-style-type: none"> <li>• </li> </ul>

## Role dimensions

### Decision making

As per the delegation

### Reporting line

District Works Manager

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements





- Demonstrated experience in providing high level clerical and administrative services.

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

### 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>	Intermediate	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage Self		<ul style="list-style-type: none"> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>