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| --- | --- |
| **Cluster** | Planning and Environment |
| **Agency** | Office of Environment and Heritage |
| **Division/Branch/Unit** | National Parks and Wildlife Service |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk 1/2 |
| **Role Number** | Generic |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1127292 |
| **Date of Approval** | July 2017 |
| **Agency Website** | www.environment.nsw.gov.au |

Agency overview

The NSW Office and Environment and Heritage works to connect communities to conservation and culture to deliver great outcomes for the environment and heritage. For more information go to [www.environment.nsw.gov.au](http://www.environment.nsw.gov.au)

Primary purpose of the role

The Administrative Assistant provides quality customer service and administrative support to the work area to assist in meeting the Agency’s corporate objectives, ensuring compliance with organisational policies, processes and procedures, audit and statutory requirements.

# Key accountabilities

* Provide administrative support services such as ordering/purchasing, filing, mail and correspondence, creating, compiling and storing documents, maintenance of office equipment, maintenance of registers, stores and stationery to support effective operation of the work area.
* Provide meeting and event support including assisting and coordinating meetings, agendas, transport, catering, accommodation and minute taking.
* Provide customer service including responding to enquiries, providing visitor experience information and handling routine customer requests.
* Complete routine financial transactions and purchasing services, ensuring compliance with standards and procedures.
* Update records and databases, complying with records management processes to ensure information is accurate, stored correctly and accessible.
* Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of accurate information.
* Monitor and maintain office stores, stationery, supplies, facilities and equipment to ensure the needs of staff are met in an efficient manner
* Support incident management activities such as fires and search and rescues.

Key challenges

* Manage competing demands and maintaining high attention to detail to ensure administrative support is provided in a timely and efficient manner.
* Providing a high quality service and to a range of internal and external stakeholders.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive guidance and support, provide advice and exchange information
 |
| Work team/other staff | * Work collaboratively to contribute to achieving business outcomes
* Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
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| **External** |  |
| Customer/clients | * Address queries and/or redirect to relevant party for review and resolution
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# Role dimensions

## Decision making

The Administrative Assistant operates with some level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

## Reporting line

Various

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

Experience in administration including the use of computer based systems such as word processing, spreadsheet and records management and records management systems.

Knowledge of financial and human resource management procedures, policies and practices.

# 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** |
|  | Display Resilience and Courage | Foundational |
| Act with Integrity | Foundational |
| **Manage Self** | **Foundational** |
| Value Diversity | Foundational |
|  | Communicate Effectively | Foundational |
| **Commit to Customer Service** | **Foundational** |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Foundational |
| **Plan and Prioritise** | **Foundational** |
| Think and Solve Problems | Foundational |
| Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| **Technology** | **Foundational** |
| 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** |
| **Personal Attributes**Manage Self | Foundational | Be willing to develop and apply new skillsShow commitment to completing work activities effectivelyLook for opportunities to learn from the feedback of others |
| **Relationships**Commit to Customer Service | Foundational | Understand the importance of customer serviceHelp customers understand the services that are availableTake responsibility for delivering services which meet customer requirementsKeep customers informed of progress and seek feedback to ensure their needs are metShow respect, courtesy and fairness when interacting with customers |
| **Results**Plan and Prioritise | Foundational | Plan and coordinate allocated activitiesRe-prioritise own work activities on a regular basis to achieve set goalsContribute to the development of team work plans and goal settingUnderstand team objectives and how own work relates to achieving these |
| **Business Enablers**Technology | Foundational | Display familiarity and confidence in the use of core office software applications or other technology used in roleUnderstand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisationUnderstand information, communication and document control policies and systems, and security protocolsComply with policies on acceptable use of technology |