

EXECUTIVE ASSISTANT

BRANCH/UNIT	People and Safety		
TEAM	People and Safety		
LOCATION	Ultimo		
CLASSIFICATION/GRADE/BAND	TWL6		
POSITION NO.	TBA		
ANZSCO CODE	521211	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW’s purpose is to skill the workforce of the future. It is Australia’s leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government’s priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Executive Assistant is responsible for providing high level executive and administrative support to the Manager and their team.

3. KEY ACCOUNTABILITIES

1. Manage the Manager’s calendar, correspondence, coordinate travel arrangements, and schedule and support meetings and events to facilitate the effective management of their agenda.
2. Assist with processing of financial transactions, including invoice payments, and associated accounts for the Manager and unit/branch/group.
3. Assess and prioritise requests to facilitate the optimal use of the Manager’s time.
4. Draft and prepare correspondence, agendas, minutes, presentations and briefing notes to support the achievement of business requirements.
5. Gather, collate and provide background information for the executive to support informed decision making and planning.
6. Manage communication channels efficiently and effectively and direct inquiries as appropriate to facilitate the effective management of the unit/branch/group.
7. Maintain appropriate records management systems, to ensure the integrity of data and to support the efficient retrieval of information.
8. Reflect TAFE NSW’s values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Providing efficient and effective high level support within a high volume work area.
- Maintaining systems and processes to effectively coordinate the activities of the Manager and other team members while providing high quality customer service to internal and external clients.
- Coordinating information from a variety of sources including dealing appropriately with sensitive or confidential matters.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Direct Manager	<ul style="list-style-type: none"> • Establish effective and efficient business operations in administrative services for the Manager and team. • Provide accurate communication and timely responses to the Manager and team.
Regional Managers and Staff	<ul style="list-style-type: none"> • Maintain close relationships with and provide a high level of communication on the status of correspondence, meetings and administrative tasks, as appropriate.
External	
NSW Government stakeholders	<ul style="list-style-type: none"> • Ensure that the Manager’s interests are advanced by maintaining effective, collaborative relationships and partnerships with NSW Government.

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	stakeholders including the Minister’s Office, Department of Premier and Cabinet, Department of Industry and other central agencies, as appropriate.
Other	<ul style="list-style-type: none"> Ensure the Manager’s relationships with external stakeholders are maintained and that the customer service standards for dealing with them are of high quality.

6. POSITION DIMENSIONS

Reporting Line: General Manager People and Safety

Direct Reports: Nil

Indirect Reports: Nil

Financial Delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

- Experience in providing high quality secretarial and administrative support in a high volume, sensitive and professional environment.
- Ability to address and meet focus capabilities as stated in the Position Description.



8. CAPABILITIES



NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational

	Deliver Results	Intermediate
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Executive Assistant 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way. • Support a culture of integrity and professionalism. • Understand and follow legislation, rules, policies, guidelines and codes of conduct. • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct. • Recognise and report misconduct, illegal or inappropriate behaviour. • Report and manage apparent conflicts of interest.
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Adapt existing skills to new situations. • Show commitment to achieving work goals. • Show awareness of own strengths and areas for growth and develop and apply new skills. • Seek feedback from colleagues and stakeholders. • Maintain own motivation when tasks become difficult.
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English'. • Clearly explain and present ideas and arguments. • Listen to others when they are speaking and ask appropriate, respectful questions. • Monitor own and others' non-verbal cues and adapt where necessary. • Prepare written material that is well structured and easy to follow by the intended audience. • Communicate routine technical information clearly.
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation. • Demonstrate a thorough knowledge of the services provided and relay to customers. • Identify and respond quickly to customer needs.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Consider customer service requirements and develop solutions to meet needs. Resolve complex customer issues and needs. Co-operate across work areas to improve outcomes for customers.
Results		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly. Initiate, and develop team goals and plans and use feedback to inform future planning. Respond proactively to changing circumstances and adjust plans and schedules when necessary. Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals. Accommodate and respond with initiative to changing priorities and operating environments.
Business Enablers		
Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks. Identify opportunities to use a broad range of communications technologies to deliver effective messages. Understand, act on and monitor compliance with information and communications security and use policies. Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business. Support compliance with the records, information and knowledge management requirements of the organisation.