

Role Description

Administrative Assistant

Cluster	Transport for NSW
Agency	Roads and Maritime Services
Division/Branch/Unit	Compliance & Regulatory Services / Various
Location	Various
Classification/Grade/Band	USS 5
Role Number	Various
ANZSCO Code	531111
PCAT Code	1119172
Date of Approval	04 May 2017
Agency Website	http://www.rms.nsw.gov.au/

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

Provides timely, efficient and diverse administrative, clerical and secretarial and related services to support the day to day operations of the relevant Branch

Key accountabilities

- Provides highly confidential, accurate and efficient secretarial services by scheduling of attendance at meetings, taking minutes of meetings, receiving visitors, answering telephone calls, and ensuring briefing notes are available on time and arranging travel and accommodation requirements
- Provide a range of administrative and support services, including, but not limited to, records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit

- Maintains diaries, receives visitors, screens telephone calls, arranges meetings and ensures briefing notes are available on time, undertakes high level word processing tasks and maintains basic spreadsheets for the branch.
- Ensures timely responses to all correspondence, including Ministerials, briefing requests and requests for policy advice, and by maintaining correspondence tracking systems
- Completes routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
- Updates and maintains records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible

Key challenges

- Delivering diverse administrative support and related services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail
- Responding to a range of customer enquiries determining the appropriate person to direct them to or the appropriate response.
- Balancing the administrative needs of a range of staff and negotiating workable timeframes, given the number of managers and staff seeking administrative support from the role.

Key relationships

Who	Why
Internal	
Director	Receive guidance and instruction, liaise on diary management, escalate issues and provide information
Branch	Participate in meetings, share information and provide input on issues
Clients	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
Stakeholders	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Decision making

This role operates in structured work environment that is subject to established policies procedures and practices underpinned by statutory requirements. The position has some capacity to adapt operating practices and work methods to achieve assigned tasks. Decisions which can be made by the position holder include; prioritising own workload, how to handle or where to refer enquiries to the Branch

Reporting line

Director

Direct reports

Nil

Budget/Expenditure

TBC.

Essential requirements





- Comprehensive understanding of the use of personal computers linked to a network, experience in using electronic communication tools, and the ability to use PC based task tracking systems.
- Demonstrated experience in word processing, spreadsheet and database software.
- Administrative and numeracy skills, the capacity to complete several tasks concurrently and accurately, and meet deadlines

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

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
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	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 Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
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 Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies