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| --- | --- |
| **Cluster** | Planning and Environment |
| **Agency** | Museum of Applied Arts and Sciences |
| **Division/Branch/Unit** | All Departments |
| **Location** | All MAAS Sites |
| **Classification/Grade/Band** | Clerk Grade 1/2 |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1227172 |
| **Date of Approval** | 6 February 2017  |
| **Agency Website** | maas.museum |

**Agency Overview**

***A catalyst for creative expression and curious minds***

The Museum of Applied Arts and Sciences (MAAS) is an executive agency of the New South Wales State Government. Embodying the best of design ingenuity and innovation, the Museum profiles one of the world’s great collections and is a highly successful interdisciplinary institution that sits at the intersection of the arts, design, science and technology and plays a critical role in supporting the brand and vision of the city.

Access to the Museum’s exceptional collection is a cornerstone of the vision, opening up opportunities for engagement, participation and research. Deepening audience engagement, bringing the collections to life through hands on experiences and offering a variety of pathways through ideas and information is key to the delivery of our programs for people of all ages across our three sites: the Powerhouse Museum in Ultimo, Sydney Observatory in The Rocks and the Museums Discovery Centre in Castle Hill.

Planning is underway for the Museum’s longer term future in Parramatta, following the announcement that the Riverbank site will be the site of the Museum of Applied Arts and Sciences, Parramatta. This represents a once in a generation opportunity to develop a twenty first century museum that responds to growth and the changing shape of Sydney, and to contemporary methods of content delivery, learning and collaboration.

Primary purpose of the role

The Administrative Assistant provides support services to administrative staff and other team members 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

Key challenges

* Delivering accurate and consistent work within a high volume environment

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, provide updates and clarify instructions
 |
| Work team | * Participate in meetings, share information and provide input on issues
 |
| Clients/customers | * Respond to queries where possible, or redirect
 |
| **External** |  |
| Customers/suppliers | * Respond to queries where possible, or redirect
 |

**Role dimensions**

**Decision making**

This role:

* Has some autonomy and is accountable for delivery of specific systems and projects across MAAS.
* Refers to supervisor for decisions that require a change to approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits.
* Plans, leads and organises their work to achieve agreed business objectives and performance criteria.
* Works with members and monitors progress.
* Submits reports, analysis, briefing and other forms of advice with support of their supervisor.

**Reporting line**

Head of Department

**Direct reports**

Nil

**Budget/Expenditure**

Nil

**Essential requirements**

* Excellent word processing skills, spreadsheet skills on common business software packages including Microsoft Office and various web based search engines.
* Sound experience in the delivery of, development of and improvement of secretarial support functions, office management methods and procedures.
* Ability to work as a team member and manage workloads to meet strict deadlines.
* Good written and oral communication skills and an ability to interact and negotiate with officers from across various Institutions, agencies and external stakeholders.

# 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 | Foundational |
| **Manage Self** | **Foundational** |
| Value Diversity | Foundational |
| Relationships | Communicate Effectively | Foundational |
| **Commit to Customer Service** | **Foundational** |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Foundational |
| Results | **Deliver Results** | **Foundational** |
| Plan and Prioritise | Foundational |
| Think and Solve Problems | Foundational |
| Demonstrate Accountability | Foundational |
| Business Enablers | 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**Deliver Results | Foundational | Complete own work tasks under guidance, within set budgets, timeframes and standardsTake the initiative to progress own workIdentify resources needed to complete allocated work tasksSeek clarification when unsure of work tasks |
| **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 |