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| --- | --- |
| **Cluster** |  |
| **Agency** | Service NSW |
| **Division/Branch/Unit** | Various |
| **Location** | McKell |
| **Classification/Grade/Band** | Grade 5/6 |
| **Kind of Employment** | Ongoing |
| **ANZSCO Code** | 521111 |
| **PCAT Code** | 1111592 |
| **Date of Approval** | Various |
| **Agency Website** | https://www.service.nsw.gov.au |

Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services.

Since launch in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres.

We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions including drivers' licences, vehicle registration renewals, applications for birth certificates, Seniors Cards, Housing NSW payments, fines, contractor licences and many more.

Primary purpose of the role

Provide timely, effective, high-level executive, secretarial and administrative and related support services to a member of the Executive Leadership Team (ELT) or other Senior Executive. Provide administrative and clerical support across the division to support its effective functioning. Act as the primary point of contact for an allocated Executive within the Service NSW ELT for all enquiries and approaches from ministerial staff, departmental staff members, external agencies and members of the public.

# Key accountabilities

* Plan and manage the efficient operation of the Senior Executive’s office
* Schedule and maintain calendar of appointments, meetings and travel itineraries including Coordinating related arrangements for the including travel bookings, resolving conflicting demands and negotiating the rescheduling of meetings and appointments where appropriate
* Coordinate and review briefings to ensure timeliness and compliance with corporate style and format
* Screen meeting requests, carry out research on meetings background, advice on appropriateness of attendance and prepare notes if required
* Track correspondence and briefings, including registering documents in electronic document management systems
* Develop, review and format high quality presentations and briefings, based on content and information provided, using software applications such as Excel and PowerPoint
* Develop and maintain open, effective relationships with key internal and external stakeholders as the primary liaison for the Senior Executive
* Research, collect and disseminate information in a timely and accurate manner on behalf of the Senior Executive ensuring the highest levels of confidentiality and probity
* Manage and coordinate correspondence and reports in compliance with record management requirements including receipt, prioritising, undertaking or delegating preparation of replies and liaison with staff, including negotiating deadlines
* Provide secretarial support to meetings including compilation and distribution of agenda papers, taking meeting minutes, preparation of presentation materials, and liaising with external organisations to obtain or convey information
* Contribute to the achievement of Service NSW goals by assisting Senior executives and staff with a variety of administrative and clerical tasks
* Coordinate the purchasing and accounting functions for the group including obtaining quotes, processing accounts and invoices for payment, maintaining the Office’s online commitment and asset registers and managing petty cash

Key challenges

* Understand Service NSW operations, procedures, policies and programs and be able to answer the general enquires
* Analyse the inquiries from different parties and responding to the inquiries at various levels of complexity
* Be aware of the overall work of the division and the various activities, projects and deadlines to be able to appropriately prioritise work, and to ensure that support for the Senior Executive is available at all times
* Exercise judgment in prioritising and organising access to the Senior Executive and dealing with requests for urgent information
* Be vigilant and analytical when managing incoming calls, correspondence and other documents so as not to miss emerging trends and issues
* Exercise fine judgment in determining how and who should deal with incoming matters
* Exercise discretion and confidentiality when dealing with calls and correspondence

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Senior Executive | * Provide support across various activities
 |
| Business Unit | * Support through various secretarial and administrative tasks
 |
| Service NSW employees | * Secure their cooperation in responding to requests for information, advice and action
 |
| **External** |  |
| External Stakeholders (individuals, other government agencies, Ministerial Offices, etc.) | * Liaise about meeting organisation and content. Interact in an effective and efficient way regarding issues of significance
 |
| Business Unit | * Support through various secretarial and administrative tasks
 |

# Role dimensions

## Decision making

This role is fully accountable for all decisions related to efficient diary and travel management, organisation of meetings to ensure they run smoothly, and correspondence handling

## Reporting line

The Executive Assistant reports to an Executive Director or other Senior Executive

## Direct reports

The Executive Assistant does not have direct people management responsibility

## Budget/Expenditure

The Executive Assistant does not have direct budget management responsibility

Essential requirements

* Demonstrated experience in providing a broad range of executive, secretarial, administrative and related support services at executive level
* Ability to provide a professional approach in dealing with senior executives and other internal and external stakeholders
* Strong organisational skills, the capacity to undertake and complete several tasks concurrently, maintain attention to detail and meet deadlines
* Demonstrate initiative and make decisions related to the work to be undertaken

# 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** | **Adept** |
| Act with Integrity | Intermediate |
| **Manage Self** | **Adept** |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Intermediate** |
| Commit to Customer Service | Intermediate |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Intermediate |
|  | Deliver Results | Foundational |
| **Plan and Prioritise** | **Intermediate** |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
|  | 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**Display Resilience and Courage | Adept | Be flexible, show initiative and respond quickly when situations changeGive frank and honest feedback/adviceListen when ideas are challenged, seek to understand the nature of the criticism and respond constructivelyRaise and work through challenging issues and seek alternativesKeep control of own emotions and stay calm under pressure and in challenging situations |
| **Personal Attributes**Manage Self | Adept | Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation  |
| **Relationships**Communicate Effectively | Intermediate | * 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 | * 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**Plan and Prioritise  | Intermediate | * 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
 |
| **Results**Think and Solve Problems | Intermediate | * 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 | * 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
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