Role Description
Assistant Briefings and Correspondence Officer

Cluster	Department of Premier and Cabinet
Agency	Department of Premier and Cabinet
Division/Branch/Unit	People Group / Information Technology / Briefings and Correspondence
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	1111592
Date of Approval	September 2019
Agency Website	www.dpc.nsw.gov.au

Agency overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

Working with us will give you a broad overview in areas such as public policy formulation, public administration and state administrative matters and an opportunity to be involved in a range of state-wide policies, issues and projects.

For more information go to http://www.dpc.nsw.gov.au/about/about_the_department.

Primary purpose of the role

Assist in the allocation, registration, follow up and preparation of briefings, correspondence and other strategic advice to facilitate the Premier and the DPC Executive receiving risk assessed, timely, clear, relevant, useful and comprehensive information.

Key accountabilities

- Allocate and register briefings, correspondence and other strategic advice for the preparation of timely responses, ensuring that all documents are traceable and actioned in accordance with management requirements.

- Draft and dispatch responses to correspondence and ensure advice is provided within required time frames and issues of unusual complexity are identified and escalated for advice.

- Track and prepare statistical reports on the progress of briefings, correspondence and other strategic advice on a regular basis to ensure the flow of information is in accordance with requirements.

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- Manage the input and integrity of the data, including reviewing the quality, accuracy and format to ensure information is presented in a clear, consistent manner that meets organisational standards.
- Assist in the identification and coordination of information for *Government Information Public Access Act* applications to ensure quality and timely response and compliance with reporting requirements including dealing with inquiries from the Premier's and Secretary's offices, Departmental staff and members of the public concerning correspondence.
- Assist in the development and refinement of the electronic document tracking system to better meet business and client needs Including undertaking research and analysis to assist with dedicated projects and to support the development and implementation of policies, systems or processes to address business needs.

Key challenges

- Dealing correctly with requests for information and advice, given this requires maintaining current knowledge about the work undertaken across the organisation.
- Developing effective working relationships with a broad range of internal and external stakeholders with diverse needs and viewpoints.

Key relationships

Who	Why
Internal	
Manager, Briefings and Correspondence	Provide advice and undertake agreed project work activities to support the work of the team and achievement of Branch objectives.
Work team	Provide support to others in times of high work volume to achieve Branch objectives.
DPC Staff	Liaise regularly to monitor the progress and status of outstanding correspondence and provide advice on presentation standards, protocols and procedures.
External	
General public	Deal with enquiries from public concerning correspondence.
Members of Parliament	Deal with enquiries from MPs concerning correspondence.

Role dimensions

Decision making

Decisions which are made by the role holder include:

- Setting day to day work priorities within work programs and pre-determined timelines
- Identifying issues that require urgent referral to or consultation with more senior officers
- Dissemination of information to the public on the Unit's processes and preparing and issuing responses to routine correspondence matters and enquiries.

Decisions referred to a supervisor include:

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- When difficult or unusual circumstances occur that require new procedures as existing procedures and practices do not adequately cover the situation
- Any decision that will substantially alter the outcomes or timeframe of agreed workplans.
- Any major conflicts or policy issues that arise in the course of such interaction.
- Matters requiring a higher delegated authority such as approval for expenditure.

Reporting line

The Assistant Briefings and Correspondence Officer reports to the Manager, Briefings and Correspondence.

Key Knowledge and Experience

- Working knowledge of parliamentary support processes.
- Demonstrated capacity to undertake research and data collation and analysis.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

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FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep the team and supervisor informed of work tasks • Use appropriate approaches, including digital technologies, to share information and collaborate with others	Foundational

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FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
COMPLEMENTARY CAPABILITIES			
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

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