

POSITION DETAILS

POSITION TITLE	Senior Administrator
DIRECTORATE	Engineering & Maintenance
DIVISION	Major Works
REPORTS TO	Support Services Manager
POSITION NUMBER	50056091, 50056087, 50055848, 50056056
CLASSIFICATION	RC04
ANZSCO	500000
PCAT	1227192
JOB ID	81000225
HEALTH ASSESSMENT CATEGORY	HAC: Category 3 Vision: Defective Safe B Hearing: Category 3

PRIMARY PURPOSE

Provide business and administration support to one or more Deputy Executive Director or Business Unit Manager and their direct reports ensuring the delivery of quality service levels are maintained for internal and external customers

ORGANISATIONAL ENVIRONMENT

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services

KEY ACCOUNTABILITIES

- Providing leadership and, where required, be responsible for allocation of work to business and administration staff where appropriate in coordination with the Business Support Manager whilst being an active team member that promotes responsibility for working in an environment that includes multi- skilling, self management, team support and contributing (or identifying) opportunities for continuous improvement.
- Coordinating and undertaking detailed research, collection, entry and compiling data and information alongside preparing documents, briefing notes, reports and correspondence for Divisional Senior Managers and their direct reports. Where appropriate initiating actions on behalf of Divisional Senior Managers to expedite resolution of inquiries and issues arising in documents and emails and minimizing where possible recurrence of problems identified
- Overseeing local personnel records and arrangements for absence management, recruitment and apprentice management as required in conjunction with managing contractor administration, including coordinating selection and engagement of contractors and reconciling and processing invoices as required.

- Coordinating facilities management support to one or more sites, as required, including security passes and access, repairs to fixed equipment and facilities, including managing the provision of logistics support as required for all matters related to the work location and the staff and visitors to that location, including planning and arranging large events.
- Approving purchase requests on Equip and documentation for purchases on a Purchase Card, as delegated, and making purchases with Purchase Card, as required
- Undertaking a range of routine administrative tasks as and when required, including diary management, copying, distributing and filing documents, creating, maintaining, storing, retrieving and monitoring files through effective use of TRIM system, and general office administration. Including utilising standard and non-standard office software and office equipment to an advanced level of proficiency and can devise and implement IT solutions to problems
- Conducting a range of short-term, medium- to high-level projects
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.

KEY RELATIONSHIPS

INTERNAL – across/within Sydney Trains

MAIN CONTACT and PURPOSE

- Executive staff (Executive and Deputy Executive Directors and Senior Managers) and relevant staff providing ongoing feedback on the quality and service levels of support 'meeting or exceeding' expectations and business requirements
- Executive staff and relevant staff for work requests, report outputs, priority setting, issues management, completion of suggested actions and drafted work activities
- Executive and other Staff from other divisions and directorates to advise / negotiate on matters related to the Directorate or organisation and to develop business and administration processes across the organisation
- Business Support Manager and Support Services Manager for feedback on the delivery and management of workload, quality service levels, process improvements and capability and skills development

EXTERNAL – outside of Sydney Trains

MAIN CONTACT and PURPOSE

- TfNSW – Ministers Office, relevant Business Group Leaders and Staff, Shared Services (HR and Business Support)
- Transport Agencies
- Contractors and Consulting Organisations and other Suppliers
- Clients and Providers
- Other rail Organisations

DECISION MAKING

The position is fully accountable for the formulation of advice and coordination across all operational objectives. Independent decision making requirements of the position include:

- Allocation of work within work team, as required
- Resolution of medium complex inquiries, emails and other correspondence as required
- Reconciliations
- Improvements to business and administration support processes within Directorate supported
- Approval of Equip requests and purchases with Purchase Card where delegated
- Resolution of technology problems within local environment (with referral for complex problems)

Collaborative decision making requirements of the position include:

- Business Planning and Reporting
- Modifications to others' documents and data
- Co-ordination of logistics management, such as staff movements, absence management and facilities management
- Business Support Manager and Support Services Manager – staff coaching and development

CHALLENGES

- Streamlining processes to enable efficiencies and removal of duplication of workload
- Balancing daily demands from internal and external customer requests whilst delivering an effective and efficient level of business and administration support
- Supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change

POSITION IMPACT

DIRECT REPORTS:	None
BUDGET (CapEx/Salary):	\$5000.00

SELECTION CRITERIA

(include any required Licences or accreditation required by the position)

- Demonstrated significant experience in successfully providing business and administration support with minimal supervision to executive management in a complex organisation
- Demonstrated experience in providing team leadership through a coaching and development approach
- Demonstrated advanced computer skills and experience using relevant software such as MS Office Suite and other packages
- Excellent communication and liaison skills and ability to negotiate effective outcomes and to establish and maintain effective working relationships at all levels
- Demonstrated high level planning and organisational skills with the ability to be flexible, meet deadlines within short time frames and to manage changing priorities
- Demonstrated strong problem solving, research and analytical skills and capacity to present information and data in a logical and coherent manner
- Demonstrated experience in the delivery of high quality work and service standards

PERFORMANCE STANDARDS

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> • Safety goals achieved through personal commitment, no harm to self or others & participation in safety initiatives • Opportunities for continuous improvement identified and reported • Competence for role is achieved through proactive self development and training • Hazard and incident elimination approached proactively • Safety and management systems utilised for self and peers • Safety procedures and practices implemented and applied
CUSTOMER	<ul style="list-style-type: none"> • Agreed methods & measures followed and ensure reliable results for customers • Customer expectations & service standards in the areas of timeliness, information, passenger safety & cleanliness understood and delivered within agreed timeframes • Immediate customer satisfaction achieved through use of initiative • Customer feedback used to influence process improvements
FINANCIAL	<ul style="list-style-type: none"> • Reliable results achieved by utilisation of agreed methods and measures • Improvements suggested and processes constructively questioned • Cost savings achieved through effective use of resources • Suggested improvements and constructively questioned processes to improve • Targets, due dates and quality standards met
LEADERSHIP	<ul style="list-style-type: none"> • Actively listened to and built positively on others' ideas • Displayed fairness, exhibited trust and created real teamwork and sharing • Business direction, team purpose and change agenda understood, agreed to and work activities aligned • Sought formal and informal development opportunities for growth • Proactively sought and maintained collaborative working relationships with peers and manager to deliver results • Demonstrated awareness of relevant community issues

BEHAVIOURS

Critical Behaviours	Behaviour Statement
PRIDE	<ul style="list-style-type: none"> • Take care of your kit, look good and be ready to lend a hand
ACCOUNTABILITY	<ul style="list-style-type: none"> • Be on time • Meet deadlines through careful planning and accessing the information you require to make a timely and informed decision
COLLABORATION	<ul style="list-style-type: none"> • Talk in a respectful and open way, providing and accepting honest and constructive feedback. • Act with self awareness of your impact on others
EXCELLENCE	<ul style="list-style-type: none"> • Arrive prepared, informed and enthusiastic • Warmly greet and reach out to your colleagues and customers by anticipating their needs

SAFETY	<ul style="list-style-type: none">• Look out for your mates and immediately raise awareness to any safety risks or hazards.• Accept personal responsibility for your own safety and that of your team and obey safety rules
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