Role Description
Facilities Administrator

Agency	NSW Education Standards Authority
Division/Branch/Unit	People Operations
Location	Sydney
Classification/Grade/Band	Clerk Grade 1/2
Role Number	B1528
ANZSCO Code	531111
PCAT Code	1222172
Date of Approval	August 2022
Agency Website	www.educationstandards.nsw.edu.au

Agency overview

The NSW Education Standards Authority (NESA) is an independent statutory authority responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood teachers. NESA is responsible for developing policies and initiatives for evaluating and improving quality teaching and student learning across all schools and school sectors. NESA was established on 1 January 2017, in response to the need to adopt a more strategic and outward-looking focus, greater clarity of regulatory roles and responsibilities and streamlined processes and systems.

Primary purpose of the role

The Facilities Administrator provides customer focused support services to administrative staff and other team members to enable the efficient operation of the facilities team.

Key accountabilities

- Provide administrative services including filing, maintenance of registers, meet and greet support of service providers, photocopying, and creating and compiling documents to support the effective operation of the facilities team
- 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
- Respond to facilities service desk requests for assistance matters
- Follow up and communicate to internal customers regarding outstanding items as required by the Facilities Officers
- Contact contractors to arrange for tenancy repair and maintenance, including induction and overseeing the works
- Update facilities service desk tickets and log jobs in the portal accordingly
- Schedule proactive maintenance jobs and record details within excel or other formats
- As required to deliver fleet cars for maintenance and servicing

- Process invoices and confirm receipt of goods and services
- Assist with other tasks as required by the Facilities Lead and Facilities Advisor

Key challenges

- Delivering accurate and consistent work within a high-volume customer service environment
- Coordinating and organisation of services in accordance with NESA policies, guidelines, procedures and relevant Government requirements and regulation
- Setting day to day priorities, service delivery and the effectiveness and efficiency of relevant systems
- Adapting to constant change in the facilities environment
- Commitment to teamwork and sharing of accurate information

Essential Requirements

- A Valid NSW Driver's License

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

The role operates under some autonomy in respect of day-to-day priorities and takes direction and seeks support from the Facilities Advisor and the Facilities Lead.

Reporting line

Facilities Advisor

Direct reports

N/A

Budget/Expenditure

N/A

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.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers	Foundational

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks	Foundational
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational

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.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
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	Foundational