

Role Description

Processing Officer

Cluster	Industry
Agency	Department of Industry
Division/Branch/Unit	Corporate service Partners/ Corporate Operations
Location	Orange
Classification/Grade/Band	Clerk Grade 1/2
Role Family <i>(internal use only)</i>	Standard/Finance & Economics/Support
ANZSCO Code	551311 (Payroll) 551111 (Finance) 531111 (General)
PCAT Code	1224192 (Payroll) 1223192 (Finance) 1227292 (General)
Date of Approval	November 2016
Agency Website	www.industry.nsw.gov.au

Agency overview

The NSW Department of Industry leads the state government's contribution to making NSW a place where people want to live and work and businesses choose to invest and grow.

We support all areas of economic activity where NSW has competitive strengths. We also have responsibilities for:

- skill formation and development to match industry demand
- partnering with stakeholders in stewardship and sustainable use of the state's natural resources; and
- supporting economic growth in the regions.

Our strategies are built on close relationships to understand industry's needs. We deliver a wide range of training and specialist advisory services; and we help to secure efficient and dependable government decision-making that contributes to business confidence.

We measure our success by the:

- growth in quantity of employment and the value of output; and the
- competitiveness and sustainability of industries in NSW

We focus on four cultural attributes to deliver our outcomes: Ownership, Customer Experience, Innovation and Collaboration. These attributes are the pillars of our Corporate Plan.

The Corporate Service Partners (CSP) division develops, manages and advises on systems, infrastructure, policies and standards for the department in the areas of finance, procurement and administration, human resources, asset management, information and communication technology and legal services.

Primary purpose of the role

Processing Officers are responsible for the timely and accurate processing of corporate transactions and related support functions, including filing and storage of documents in the departmental records management system.

Key accountabilities

- Process transactions in accordance with policies, procedures and work instructions
- Assist customers with queries related to transactions and processing status updates
- Ensure assigned tasks and transactions are processed within agreed service times and to the expected standard
- Escalate any processing issues including bottlenecks or backlogs impacting on delivery of services
- Liaise with the transaction requestor for transactions requiring clarification and/or where there are discrepancies
- Filing and storage of both physical and electronic records in accordance with required record keeping protocols

Key challenges

- Processing transactions in a prompt, accurate, and efficient manner and implementing corrective actions when errors are identified, including provision of advice to customers where required
- Providing a high level of customer service on a consistent basis and ensuring staff complaints are minimised
- Maintaining a high level of confidentiality in dealing with sensitive issues and information

Key relationships

Who	Why
Internal	
Team Leader	<ul style="list-style-type: none">• Receives guidance from, discusses priorities and provides regular updates on key issues and progress.• Escalate issues as appropriate
Senior Processing Officer	<ul style="list-style-type: none">• Receive guidance, exchange information and provide feedback.
Team	<ul style="list-style-type: none">• Work collaboratively to achieve unit outcomes.

Role dimensions

Decision making

Operates in a structured operating environment that is subject to established policies procedures and practices underpinned by statutory requirements. The role prioritises own workload and has some limited opportunity to adapt operating practices.

Reporting line

Team Leader

Direct reports

Nil

Budget/Expenditure





Nil

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

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 Act with Integrity	Foundational	<ul style="list-style-type: none"> • Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which 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
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules