Role Description
Administrative Support Officer

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	School Improvement & Education Reform / Principal School Leadership and External Validation
Role number	192298
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	541111
PCAT Code	1554292
Date of Approval	March 2021
Agency Website	education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

School Performance division

School Performance division leads and directs the operations of more than 2200 NSW public schools to maximise the academic achievements of all students and create a culture of success, learning and a desire to achieve, underpinned by innovative, adaptive and supportive strategies that also supports the quality of teaching and educational leadership at the school level. The division is responsible for the achievement of excellence in educational leadership, professional practice and school performance in preschools, infants, primary, secondary, central and community schools, specialist and comprehensive schools, specific purpose schools, intensive English and environmental education centres. The overarching goal of the School Performance division is to achieve the best possible outcomes for the students in our public schools from preschool to year 12.

Primary purpose of the role

The role is responsible for providing high quality operational and administrative support services to facilitate the effective operations of the Principal School Leadership and External Validation (PSL&EV) team/unit.

Key accountabilities

- Provide a range of high quality administrative services to the PSL Managers, Project Officer PSL, coordination team and field service officers to support the operation of the team/unit to ensure enhanced quality service delivery.
- Provide efficient administrative support, including the use of Microsoft Office, FCM Travel, SAP Finance, Expense 8 and effective records management systems such as HPE Content Manager, adhering to deadlines.
- Liaise with internal and external stakeholders in the coordination of meetings, events and travel arrangements, and with the coordination team to ensure operational administrative services are accurate, stored correctly, accessible and consistent across the unit.
- Collect and compile information, prepare documentation and correspondence to support information flow and inform decision making.
- Assist with the collection and extraction of data from surveys and other sources to support PSL&EV operations.
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information, in a timely manner.
- Perform other duties as assigned by the director and senior officers

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight deadlines, the number of staff seeking support and the need to maintain accuracy and attention to detail.
- Handling varied enquiries, and working with guidance from the senior management team to respond accurately and within given timeframes.
- Tracking and maintaining accurate data to provide targeted information on request, and sound technical knowledge to enable the provision of effective administrative support.

Key relationships

Who	Why
Internal	
Director, Principals, School Leadership and External Validation	• Provide quality support and administrative services as required.
PSL Managers	• Provide high quality administrative support to ensure efficiency, accuracy and discretion within tight timeframes. • Receive guidance in negotiating priorities and in handling varied or difficult enquiries and/or sensitive matters. • Receive performance feedback.
Project Officer, PSL and coordination team	• Support and share information with colleagues to achieve team goals and provide and seek assistance as required. • Work collaboratively with the team to ensure administrative services provided are consistent across the unit.
PSL&EV Field Service officers	• Provide high quality and efficient operational and administrative support that contribute to achieving team/unit deliverables.
Internal stakeholders	• Develop and maintain effective working relationships and open channels of communication across the department to consult, liaise, negotiate and contribute to overall unit performance.

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Who	Why
External	
External stakeholders	• Support effective working relationships to foster collaboration across the Department and external agencies.

Role dimensions

Decision making

As necessary, the role consults with the PSL Managers and Project Officer, PSL to agree on suitable courses of action in matters related to assisting with the effective operations of the PSL&EV business unit.

The role works as part of a collaborative team and uses initiative in decision making as part of a consultative decision making process. The role uses initiative regarding the development of work strategies and approaches to problem solving.

Reporting line

The role reports to the Project Officer, PSL.

Direct reports

The role has no direct reports.

Budget/Expenditure

Monetary delegation as prescribed for a CL3/4 level.

Key knowledge and experience

• Knowledge of, and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

Essential requirements

• Hold a valid clearance to work with children (Working with Children Check) for paid employment.

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.
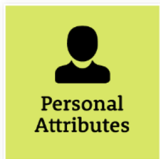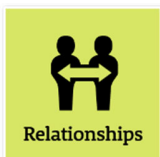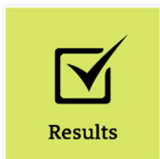
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FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning	Intermediate

		• 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 affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	
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.

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	Intermediate
	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

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Business Enablers	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