Role Description
Administration Officer

Cluster	Department of Regional NSW
Agency	Local Land Services
Location	Negotiable with Region
Classification/Grade/Band	Administrative and Clerical Stream LLS Level 4
Role Family	Admin & Executive Support
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	January 2018 (updated June 2020)
Agency Website	www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Services.

Primary purpose of the role

Provides administrative services to the LLS including word processing, records management, SAP financial services, data entry, information dissemination and office administration and management and staff with logistical support and basic office management duties including correspondence and fleet supervision as well as assist with activities to prevent, prepare for, respond to and recover from emergencies.

Key accountabilities

- Provide timely, consistent and effective frontline service to industry stakeholders and clients
- Develop, implement and maintain a range of administrative systems and procedures to ensure effective organisational support to the LLS
- Arrange meetings and provide general secretarial, catering and project support to meetings and committees
- Prepare Board reports, agenda and correspondence as required
- Undertake a full range of administrative and office management support services including filing and records management, mail receipt and sorting and SAP financial services to support the smooth running of the office
- Provide timely, balanced and accurate advice on routine LLS issues
- Assist in maintaining the integrity of LLS on-line files and data

Key challenges

- Responding to a range of customer enquiries and requests for information and determining the appropriate person to direct them to or the appropriate responses and effectively managing and prioritising tasks and projects in a high workload environment
- Updating records and databases and understanding and maintaining current knowledge of the frequently changing agency and business unit policies, procedures, initiatives and protocols and legislative requirements
- Providing integrated services in a complex team and business environment, working collaboratively with the Senior Business and Finance Officer and staff and assisting with biosecurity projects and supporting emergency biosecurity and natural disaster responses

Key relationships

Who	Why
Internal	
Senior Business and Finance Officer Business and Finance Officer Senior Administration Officer	• Works under the day-to-day supervision and leadership of the Senior Business & Finance Officer, Business and Finance Officer or Senior Administration Officer and will have regular contact with the regional based team providing administrative assistance to other members at the point of need
External	
Industry stakeholders and clients	• Deliver a frontline client service to increase the capacity of land managers and industry stakeholders and clients to manage natural resources, agricultural production, biosecurity and emergencies

Role dimensions

Decision making

Together with the supervisor they are responsible for making daily decisions in order to meet the requirements of the role.

Reporting line

Business and Finance Officer or Senior Administration Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential Requirements

- Current NSW Driver Licence, and the ability and willingness to travel

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Behave in an honest, ethical and professional way • Build understanding of ethical behaviour • Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate

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FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	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
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• 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 • Follow government and organisational record-keeping requirements	Foundational
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

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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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

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