

Role Description

Business Administration

Traineeship

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Skills & Higher Education / Training Services NSW
Location	Various Metropolitan and Regional Centres
Classification/Grade/Band	Business Administration Traineeship
Role Number	50049945
ANZSCO Code	531111
PCAT Code	1227273
Date of Approval	February 2021
Agency Website	www.det.nsw.edu.au

Agency overview

The Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Training Services NSW (TSNSW) leads and manages the implementation of funded vocational education and training programs and services across the NSW training market including contracting and funding providers, quality assurance, leading reforms and administering apprenticeships and traineeships and Aboriginal programs.

The Branch also has a major role in industry and community relations and in supporting the business operations and systems, including forecasting, budget management, accounting and reporting activities for the large VET budget.

The Branch has frontline staff in 9 Regional Centres who manage relationships with providers and employers and implement and administer funded vocational education and training programs and services across the State.

Primary purpose of the role

Assists with the provision of administrative and clerical support including the maintenance of records, reception functions and data entry.

Key accountabilities

- Undertake clerical and administrative functions including the receipt and dispatch of mail and responding to requests for information and maintaining record and filing systems.

- Undertake reception functions and answer telephone enquiries to assist with the provision of customer service.
- Assist with the promotion of Training Services NSW programs and services to employers and other customers.
- Assist in the maintenance of information systems and databases to support the operations of the Regional Centre.
- Use technology to retrieve data to assist in the preparation of documents and reports to support the operations of the Regional Centre.
- Arrange document production and reproduction, collation and distribution of material to support the work of the Regional Centre.

Key challenges

- Being well organised and communicating effectively with staff across Training Services NSW to support the work of the Regional Centre, including assisting with maintaining up to date data bases and record systems.
- Exercising good judgement to ensure that the competing work priorities are met within agreed and often demanding timeframes.
- Responding flexibly and positively to a constantly changing operating environment.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Provide advice and contribute to decision making regarding projects and issues • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries
External	
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries

Role dimensions

Decision making

The role makes decisions and acts independently in relation to routine administrative and clerical duties provided the decisions are in accordance with legislation and Department policy and accord with the plans and priorities of the Directorate. In this context the role:

- establishes daily work routines in relation to the core functions of the role

- completes tasks in consultation with team members and in accordance with the priorities determined by the supervisor
- exercises good judgment in responding to general external and internal enquiries and refers complex or contentious issues to relevant team members
- consults with the supervisor where clarification of priorities is required or sensitive or contentious issues arise.

Reporting line

- The role reports to a Senior Officer.

Direct reports

- The role has no direct reports.

Budget/Expenditure

Nil

Essential Requirements

- A Working with Children Check is an essential requirement for this role. The role has been identified as requiring a check in keeping with the *Child Protection (Working with Children) Act 2012*.





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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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 Technology	Foundational	<ul style="list-style-type: none">• Display familiarity and confidence in the use of core office software applications or other technology used in role• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology