# DRNSW logoRole Description

# Business Support Officer

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| **Role Description Fields** | **Details** |
| **Cluster** | **Regional NSW** |
| **Department/Agency** | **Department of Regional NSW** |
| **Division/Branch/Unit** | **Northern Rivers Reconstruction Corporation** |
| **Role number** | **Various** |
| **Classification/Grade/Band** | **Clerk Grade 5/6** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **521111** |
| **PCAT Code** | **1127292** |
| **Date of Approval** | **07 July 2022** |
| **Agency Website** | **www.regional.nsw.gov.au** |

## Agency overview

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

The Northern Rivers Reconstruction Corporation (NRRC) is a development corporation established following the 2022 floods across the Lismore and Northern Rivers region of NSW. The NRRC manages the rebuilding of these communities by coordinating planning, rebuilding and construction work across multiple government agencies. The NRRC works with the Northern Rivers Administrative Corporation in the following local government areas: Ballina; Byron, Clarence Valley; Lismore; Richmond Valley; Tweed, and Kyogle.

The NRRC operates as a 'front door to government' for all reconstruction and development activities in the Northern Rivers. It will set and implement reconstruction priorities in the region and work with government agencies and departments to deliver those priorities quickly.

## Primary purpose of the role

The Business Support Officer provides a range of administrative, executive and records management services to support the operation of the NRRC. The role is responsible for delivering and maintaining streamlined document and administrative systems.

## Key accountabilities

* Support the accurate and timely delivery of a range of administrative and business services by undertaking financial, human resource process support, purchasing and vendor management, petty cash payment and travel arrangements in compliance with relevant legislation, policies and procedures.
* Prepare accurate and timely correspondence, reports and presentations in line with quality standards to meet client needs.
* Promote a high level of customer service consistently, with competing demands on resources including the timely coordination of responses to customer inquiries.
* Manage small projects or related project tasks and identify and contribute to the development and implementation of streamlined administrative and business processes, procedures and systems to support business priorities.
* Allocate and coordinate NRRC correspondence and brief workflows, to meet requested timing.
* Provide secretarial and administrative support for stakeholder meetings and committees including compilation and distribution of agenda papers, provision of reports and liaising with external organisations to obtain or distribute information, minute/note-taking, follow up and drafting correspondence where required.
* Co-ordinate meetings, workshops, seminars and conferences as necessary, including catering, room and equipment set-up, distributing material, liaising with speakers and attendees, and clean up.
* Manage the Executive Director/Director’s diaries as required, to ensure the rescheduling of meetings and appointments and conflicting demands are resolved.

## Key challenges

* Maintain up-to-date knowledge of the sector and Department business and administrative policies, systems and processes to support the day-to-day operations of the Branch/Group.
* Manage work activities in a timely manner to provide quality service and meet a number of concurrent day to day and cyclic issues in a high pressure and high volume work environment of competing stakeholder demands and changing work priorities.

## Key relationships

**Internal**

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| Who | Why |
| Executive Director/Director | * Provide effective and efficient administrative coordination for the Branch and across the Group. |
| Work team/Other support staff | * Work in collaboration with other support and administrative staff to ensure the smooth day to day running of the Branch/Group and to facilitate a consolidated approach. |

**External**

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| Who | Why |
| External Stakeholders | * Manage the flow of information, seek clarification and provide advice, including the coordination of urgent requests. |

## Role dimensions

### Decision making

The Business Support Officer is expected to operate with a degree of autonomy, take active ownership of their own work and independently manage the day to day running of the Executives office.

The Business Support Officer must possess a high level of sensitivity when liaising on behalf of the Executives with members of the public and departmental staff to provide the appropriate response and level of information.

Decisions which can be made by this role holder include:

* Prioritising own workload within established priorities.
* The content of advice and information provided to stakeholders, liaising with the supervisor and other business units when necessary.

Decisions which are referred to a supervisor include:

* Any decision that will substantially alter the outcomes or timeframe of a project.
* Matters requiring a higher delegated authority such as approval for expenditure and/or travel.

### Reporting line

The reporting line for the Business Support Officer role can vary between branches.

### Direct reports

Nil.

### Budget/Expenditure

Nil.

## **Key knowledge and experience**

* Experience in providing support and coordination to senior level management on a broad range of administrative, financial, accounting and HR processes and procedures.
* Advanced skills and experience in word processing, correspondence tracking, databases, electronic document management systems and financial budgeting systems, spreadsheets, presentation and electronic communication applications including MS Office software.

## Essential requirements

* Compliance with pre-employment probity screening is mandatory and a condition of engagement.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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

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| **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 | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | 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 |
| 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 |
| business-enablers | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Consider financial implications and value for money in making recommendations and decisions  Understand how financial decisions impact the overall financial position  Understand and act on financial audit, reporting and compliance obligations  Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | Intermediate |
| 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.

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| **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 |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| personal-attributes | 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 | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| relationships | 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 |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |