

# Role Description

## Business Support Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	People Group / School Workforce
Role number	
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1127292
Date of Approval	November 2024
Agency Website	<a href="https://education.nsw.gov.au/">https://education.nsw.gov.au/</a>

### Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

### Primary purpose of the role

The Business Support Officer provides executive support and administrative services to the School Workforce directors to facilitate the delivery of business operations in meeting departmental objectives.

### Key accountabilities

- Undertake general administrative duties including managing the diaries, shared mailbox and travel requirements, for Directors to support the School Workforce Executive Leadership Team.
- Support Executive Support Officer with non-routine, sensitive and complex enquiries with appropriate staff in the directorate to address associated issues.
- Schedule meetings for onboarding and offboarding of School Workforce staff and maintain administrative records to comply with operational processes and procedures.
- Support School Workforce teams by attending meetings to record minutes/actions and follow up on actions with relevant staff.
- Maintain and update databases, ensuring completeness, accuracy and confidentiality of records in accordance with DoE policy.
- Prepare and distribute reports to Director to ensure all teams across School Workforce compliant not limited to, mandatory training, excess leave reports and flex sheets.

- Responsible for ensuring the accuracy and currency of content on SharePoint by regularly updating documents, managing permissions, and collaborating with team members to maintain an organised and accessible digital workspace

## Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion

## Key relationships

### Internal

Who	Why
Head of Office	<ul style="list-style-type: none"> <li>• Report on work status</li> <li>• Receive performance feedback</li> </ul>
Directors	<ul style="list-style-type: none"> <li>• Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans</li> </ul>
Directorates within Department of Education	<ul style="list-style-type: none"> <li>• Share and seek information</li> <li>• Organise meetings, negotiate calendar appointments, seek additional information.</li> </ul>

### External

Who	Why
Senior Executives of External Agencies, Key Organisation and Community Representatives	<ul style="list-style-type: none"> <li>• Respond to requests for information or assistance</li> </ul>

## Role dimensions

### Decision making

Acts independently in performing its core work functions and makes decisions in accordance with relevant policies, procedures and guidelines. Consults with the Head of Office on sensitive, high-risk or business critical matters to agree decisions on a suitable course of action.

### Reporting line

Head of Office, Office of the Executive Director School Workforce

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

- Demonstrated experience in providing a broad range of executive, secretariat, administrative, and related support services to senior level management.

- 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

- Demonstrated understanding of and commitment to the value of public education.

## Capabilities for the role

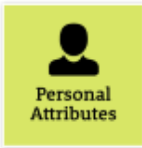

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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.

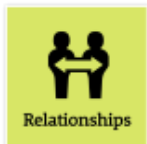
The capabilities are separated into focus capabilities and complementary capabilities

## 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.

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Act with Integrity</b> 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
	<b>Manage Self</b> 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



### 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



### 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  
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

Intermediate



### 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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational

	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	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	Intermediate
	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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational