

# Role Description

## Executive Assistant Strategy, Corporate and Performance



Regional  
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Strategy, Corporate and Performance
Classification/Grade/Band	Clerk Grade 7/8
Senior Executive Work Level Standards	Administrative & Executive Support/Delivery
ANZSCO Code	521111
PCAT Code	1119192
Date of Approval	September 2019 (updated June 2020)
Agency Website	<a href="https://www.nsw.gov.au/regional-nsw">https://www.nsw.gov.au/regional-nsw</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is 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.

### Primary purpose of the role

The Executive Assistant provides executive, secretarial and administrative services across a range of complex issues in the Office of the Deputy Secretary to support efficient and effective operations. The role also provides high level executive support to the Strategy, Corporate and Performance Executive Leadership team.

### Key accountabilities

- Manage the Deputy Secretary's time commitments, travel arrangements, records and correspondence to ensure urgent matters are prioritised and make the most efficient use of resources.
- Act as the first point of contact for the Deputy Secretary, exercising confidentiality and discretion in prioritising and filtering information requests, drawing attention to urgent matters which require immediate attention and referring to other staff as appropriate.
- Prepare, collate and coordinate reports, advice and briefings on policy and operational matters to support informed decision making and planning.
- Develop, implement, maintain and monitor office management and administrative systems including record management to ensure streamlined and effective outcomes.
- Research, support and/or coordinate a range of initiatives, projects and programs across the Strategy, Corporate and Performance and broader cluster when required.

- Provide secretariat support to the Office of the Deputy Secretary including liaising with the executive team and committees to coordinate meetings, agendas, minutes and other documentation as required.

## Key challenges

- Working with a high degree of tact and diplomacy in the coordination of confidential matters requiring attention particularly the handling of politically sensitive or embargoed material and coordinate responses to urgent requests for information, briefings or advice
- Providing creative solutions to unusual work requests for which there are no established procedures and ensuring actions and tasks are completed accurately and on time
- Establishing and maintaining strong and effective working relationships and consistent systems and procedures

## Key relationships

Who	Why
<b>Internal</b>	
Deputy Secretary	<ul style="list-style-type: none"> <li>• Provide executive level support and negotiate priorities and completion of tasks and projects associated with Branch matters</li> </ul>
Executive Officer	<ul style="list-style-type: none"> <li>• Seek guidance and advice.</li> <li>• Provide support, updates, information, escalate issues and propose solutions</li> </ul>
Other Executives	<ul style="list-style-type: none"> <li>• Manage the flow of information</li> <li>• Deliver advice and exchange information on operational matters</li> </ul>
RNSW Executive Assistants network	<ul style="list-style-type: none"> <li>• Develop and manage strong professional relationships and partnerships, foster and facilitate their optimal collaboration, participation and engagement.</li> </ul>
<b>External</b>	
Minister's offices	<ul style="list-style-type: none"> <li>• Coordinate briefing materials and correspondence</li> </ul>
Other NSW Government agencies, and other stakeholders	<ul style="list-style-type: none"> <li>• Establish and maintain working relationships and networks to address highly confidential and sensitive matters.</li> </ul>

## Role dimensions

### Decision making

- The Executive Assistant determines day-to-day priorities, taking into account the daily work needs and requirements of the Deputy Secretary and Group Executive team
- Prepares draft correspondence, reports, agendas, minutes and presentations as required
- Screens contacts to ensure the Deputy Secretary is not distracted by inappropriate queries, referring to relevant staff as appropriate.

### Reporting line

The Executive Assistant reports to the Executive Officer – Strategy, Corporate and Performance.

### **Direct reports**

N/A

### **Budget/Expenditure**

N/A

### **Essential requirements**

- Thorough knowledge of government including State, Commonwealth and local level
- Experience in dealing with politically sensitive and confidential government issues
- High-level of organisation, administrative and coordination skills including the ability to plan and prioritise work with minimal supervision.

### **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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist others to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Write and prepare material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul>	Intermediate

## FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
 <p>Results</p>	<p><b>Plan and Prioritise</b></p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
 <p>Business Enablers</p>	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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
 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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate