

Role Description

Administrative Officer

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	People Group / School Workforce / School Leadership Institute
Role number	220683
Classification/Grade/Band	Clerk 5/6
ANZSCO Code	551211
PCAT Code	1113292
Date of Approval	February 2021
Agency Website	education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

School Leadership Institute

The School Leadership Institute (SLI) is a dedicated unit within the Department. The driving philosophy of the SLI sits within our Vision and Mission Statements. Our vision is to shape a future that enables all educational leaders to influence and impact positively on the learning of teachers and students in our public schools. Our mission is the provision of world-class, evidence-informed, future-focused leadership development programs and initiatives to make the difference we seek in public education.

The School Leadership Institute has responsibility to design and deliver programs, resources and initiatives to support leadership development for school leaders at all stages of their career. This will enable us to build school leadership capacity across the NSW public school system.

An Advisory Board, including international experts and representatives of key stakeholder groups, offer valuable insights regarding leadership development in NSW. Other international experts also share their expertise with the SLI.

Primary purpose of the role

The purpose of the position is to provide a broad range of high quality administrative and project support for the effective and efficient delivery of school leadership development programs and operation of projects for the School Leadership Institute unit.

Key accountabilities

- Contribute to the efficient business operations of the unit by providing high quality administrative, finance and project support, including word processing and production of multi-faceted reports and audio-visual presentations.
- Coordinate face to face and online professional learning and conferences for a blended learning environment including preparing agendas, organising venues/online platforms, catering, travel arrangements, attendance records and distribution of resources/material to contribute to the smooth running of conferences.
- Effectively apply new and/or updated technology applications, systems, procedures and organisational methods to assist in the delivery of online professional learning.
- Communicate and negotiate with senior officers, other internal staff and external bodies in the organisation of meetings and to facilitate in high level communications between the School Leadership Institute and internal and external stakeholders.
- Contribute in a highly collaborative, collegial manner to a harmonious team environment that is seeking to focus on world's best practice in the delivery of school leadership development programs.
- Strong skills in data entry, word processing, spreadsheet and effective records management using online department platforms, to facilitate accurate, timely, innovative and effective records and correspondence.
- Monitor and maintain project schedules to ensure adherence to deadlines and provide prompt and accurate reports and feedback to the supervisor regarding progress and achievements towards goals and emerging issues that could adversely affect the team/unit's delivery of agreed business targets.

Key challenges

- Planning and prioritising high volumes of work with conflicting and critical deadlines.
- Demonstrate initiative in the resolution of administrative tasks relating to the work of the School Leadership Institute.
- The role is multi skilled to meet business needs. The challenge is to be flexible in the scope and range of activities performed.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• To provide high quality administrative and project support, including the use of Microsoft Office, FCM Travel, SAP finance, spreadsheets and effective records management to ensure efficiency, accuracy, confidentiality and discretion within tight timeframes.• Receives guidance in managing complex and/or sensitive matters relating to team and/or customers.

Who	Why
Team members	<ul style="list-style-type: none"> To support and share information with colleagues to achieve team goals and provide and seek assistance as required Receive instruction and keep informed on potential risks and issues that might impact on business operations and activities
Internal stakeholders	<ul style="list-style-type: none"> Support effective working relationships to foster greater collaboration across the department
External	
Key stakeholders	<ul style="list-style-type: none"> Consult, provide and obtain information Communicate and negotiate with senior executive, department staff and stakeholders to organise events and enable the timely delivery of business outcomes To communicate and negotiate with external bodies in the organisation of meetings and travel arrangements

Role dimensions

Decision making

This role reports to the manager for the provision of administrative and project support.

The role works as part of a collaborative team and uses initiative in decision making as part of a collaborative decision making process.

The role uses initiative in making decisions regarding the development of work strategies and approaches to problem solving. In matters that are sensitive, high-risk or business-critical, the role consults with the manager to agree on a suitable course of action.

Reporting line

This role reports to the Leadership Advisor SEO2 (PN219545)

Direct reports

This role has no direct reports.

Budget/Expenditure

Monetary delegation as prescribed for a CL5/6 level.

Essential requirements

- Hold a valid clearance to work with children (Working with Children Check) for paid employment.

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

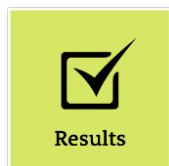
Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> 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
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept
	Work Collaboratively	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams 	Intermediate

Collaborate with others and value their contribution

- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

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.

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	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
	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	Intermediate
	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