# Role Description

# Executive Assistant

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| **Role Description Fields** | **Details** |
| **Department/Agency** | **Premier's Department** |
| **Division/Branch/Unit** | **Aboriginal Affairs NSW** |
| **Role number** | **Various** |
| **Classification/Grade/Band** | **Clerk Grade 7/8** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **224999** |
| **PCAT Code** | **1113392** |
| **Date of Approval** | **16 November 2023** |
| **Agency Website** | **https://www.nsw.gov.au/premiers-department** |

## Agency overview

The Premier’s Department and the Cabinet Office commenced operations on 1 July 2023 as separate but complementary agencies at the centre of government, replacing the Department of Premier and Cabinet.

The Premier’s Department leads the state’s 430,000 public servants, driving collaboration and the delivery of whole-of-government priorities.

For more information go to <https://www.nsw.gov.au/premiers-department>

**About Aboriginal Affairs**

Aboriginal Affairs NSW works alongside Aboriginal people and communities to make sure their voices are heard, and their interests represented in government. By leading and influencing policy change in government, we support the long-term social, cultural, and economic aspirations of Aboriginal people in NSW. The Aboriginal Affairs NSW Group of the Premier’s Department leads the delivery of the whole of government Closing the Gap reforms and other intergovernmental partnerships, working with all NSW Government clusters and in partnership with Aboriginal stakeholders.

To learn more about our work visit [www.aboriginalaffairs.nsw.gov.au](http://www.aboriginalaffairs.nsw.gov.au)

Our Vision
Every Aboriginal person and community is thriving and celebrated

Our Purpose
We connect, listen, advocate, and enable Aboriginal Communities, to lead accountability and change across Government.

## Primary purpose of the role

The Executive Assistant provides a range of executive, secretarial and administrative support services across a range of complex issues to support the Senior Executive/s achievement of Aboriginal Affairs objectives.

## Key accountabilities

* Act as the Senior Executive/s point of contact, analyse and assess requests in order to prioritise matters, and initiate action exercising discretion and maintaining confidentiality to facilitate the optimal use of the Executive’s time.
* Manage the Executive’s diary appointments, records and correspondence, coordinate travel arrangements and schedule and support meetings to facilitate the effective management of the Executive’s operational area/directorate/division.
* Prepare, coordinate and review high level communication including submissions, briefing notes and correspondence, to respond to issues and enquiries.
* Research, collate and coordinate reports, advice and briefings on complex policy and operational matters to support informed decision making and planning.
* Monitor, implement and evaluate administrative practices, systems and procedures within the operational area/directorate/division to optimise efficiency and support the delivery of quality outcomes.

## 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.
* Resolving conflicting demands upon the Executive Director’s time, given the constantly high level of meeting activity and frequent rescheduling required due to changing priorities and emerging issues.

## Key relationships

**Internal**

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| Who | Why |
| Manager | * Participate in discussions and decisions; escalate issues and propose solution; receive guidance and provide regular updates on key projects, issues and priorities.
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| Agency Heads, Senior Executives | * Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions.
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| Stakeholders | * Manage the flow of information, seek clarification and provide advice and responses.
* Develop and maintain effective working relationships and open channels of communication.
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**External**

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| --- | --- |
| Who | Why |
| Stakeholders | * Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes.
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## Role dimensions

### Decision making

N/A

### Reporting line

Executive Director.

### Direct reports

Nil.

### Budget/Expenditure

Nil.

The role holder must obtain prior approval from the appropriate delegate and budget holder before incurring expenses.

For allocated priority projects, this role, has responsibility for ensuring value for money, preparing accurate estimates and costs and resources and monitoring project budgets over the life of the project, including highlighting any risks and possible solutions.

## **Key knowledge and experience**

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

## Essential requirements

* Demonstrated ability to communicate sensitively and effectively with, and understand issues impacting on Aboriginal and Torres Strait Islander peoples.

## 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 and encourage others to do soAct professionally and support a culture of integrityIdentify and explain ethical issues and set an example for others to followEnsure that others are aware of and understand the legislation and policy framework within which they operateAct to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
| personal-attributes | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Keep up to date with relevant contemporary knowledge and practicesLook for and take advantage of opportunities to learn new skills and develop strengthsShow commitment to achieving challenging goalsExamine and reflect on own performanceSeek and respond positively to constructive feedback and guidanceDemonstrate and maintain a high level of personal motivation | Adept |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain EnglishClearly explain and present ideas and argumentsListen to others to gain an understanding and ask appropriate, respectful questionsPromote the use of inclusive language and assist others to adjust where necessaryMonitor own and others’ non-verbal cues and adapt where necessaryWrite and prepare material that is well structured and easy to followCommunicate routine technical information clearly | Intermediate |
| relationships | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve outcomes for customers | Intermediate |
| results | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | Understand the team and unit objectives and align operational activities accordinglyInitiate and develop team goals and plans, and use feedback to inform future planningRespond proactively to changing circumstances and adjust plans and schedules when necessaryConsider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goalsAccommodate and respond with initiative to changing priorities and operating environments | 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 tasksUse available technology to improve individual performance and effectivenessMake effective use of records, information and knowledge management functions and systemsSupport 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 | 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 |
| relationships | 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 |
| 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 | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| 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 | Intermediate |