Role Description
Administrative Officer

Cluster	Enterprise Investment and Trade
Agency	Sydney Living Museums and State Archives & Records Authority of NSW
Division/Branch/Unit	Directorate
Location	The Mint and Kingswood
Classification/Grade/Band	Clerk Grade 3/4
Role Number	Various
ANZSCO Code	531111
PCAT Code	1119191
Date of Approval	20 April 2022
Agency Website	www.sydneylivingmuseums.com.au; https://www.records.nsw.gov.au

Agency overview

Sydney Living Museums (SLM) and The State Archives and Records Authority of NSW (SARA) came under the direction of a single Executive Director on 1 July 2019. Whilst maintaining two separate legal entities, services are provided under a shared model.

SLM is a leading government agency in Australia with responsibility for conserving, managing, interpreting and activating places and sites of local, national and international significance. Established in 1980, our collection includes the UNESCO World Heritage listed Hyde Park Barracks, The Mint, Australia's oldest surviving government building through to the twentieth century Rose Seidler House, which marks the arrival of the modernist movement to Australia. The collection is unlike other museums in that the significance of each is in the whole, and not just in the parts. The awareness of place frames each narrative.

Our audiences are local, regional, national and international. Sydney Living Museums is a state cultural institution, reporting to the Minister for the Arts.

SARA is responsible for developing, preserving and promoting access to the State Archives Collection that pre-dates the European settlement of Australia in 1788. SARA has three primary business functions:

SARA is the custodian and advocate for the State Archives Collection, which is one of the most complete and important collections documenting colonisation in the world. This vast cultural collection of more than 13 million items, valued at $1 billion and which grows each year, details the development of this place and the wielding of colonial power, with multiple series of documents now included as inscriptions on the UNESCO Memory of the World Register.

The Recordkeeping Standards and Advice function assists public offices to meet their recordkeeping obligations under the *State Records Act 1998*, as a vital part of preserving the memory of government for current and future generations.

Commercial Operations, through the Government Records Repository, has substantial capability to provide commercial storage, records management, digitisation and consultancy services and generates the majority of SARA's operating revenue.

Primary purpose of the role

Provide a range of timely, accurate and efficient administrative, minute taking and project support to assist in meeting changing priorities, workload peaks and project needs.

Key accountabilities

- Provide data entry, word processing, spreadsheet, PowerPoint, email, minute taking, correspondence and record keeping services to facilitate accurate and timely administrative support to the Executive.
- Meet deadlines and assess priorities to maintain quality output for the effective support of the Director and Executive Team.
- Receive and promptly direct enquires to appropriate team members to create an effective flow of communication and build positive relationships.
- Coordinate attendees, arrange meetings and relevant documentation to assist with Executive projects' development and implementation.
- Build excellent stakeholder relationships and work collaboratively with the Executive and Directorate Team to increase efficiencies in projects and response times to Government requests.
- Undertake research tasks to locate, collate and present information as requested to support the development of projects.
- Provide data entry, word processing, spreadsheet, PowerPoint, email, correspondence and record keeping services to facilitate accurate and timely administrative to support the Executive Team.
- Maintain effective diary management, minute taking, ensuring all deadlines are met and assessing priorities to maintain quality output for the effective support of the Executive Team.

Key challenges

- Balancing numerous and often competing demands and negotiating workable timeframes to ensure the appropriate level of administrative support is given to the Executive.
- Remaining flexible to ensure adequate support is provided when responding to multiple urgent and shifting priorities in a high volume environment.

Key relationships

Who	Why
Internal	
Manager	- Work effectively as a member of a high performing team to assist it in achieving its objectives. - Communicate and share information with. - Participate in meetings, take minutes, share information and provide input on issues. - Participate in a multidisciplinary team together with a range of stakeholders to achieve desired outcomes and service delivery standards.
Executive	- Receive overall direction, instruction and guidance from. - Provide updates on projects, issues and priorities.
Staff across the agency	- Liaise with staff at all levels of the agency in a professional and courteous manner. - Maintain effective interaction and cooperation across the agency. - Develop and maintain effective working relationships.

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Who	Why
External	
NSW Public Sector agencies, Cultural and local government organisations, community, heritage and historical groups	• Develop and maintain functional working relationships to liaise, consult, and engage with external stakeholders. • Liaise on behalf of the Directors to arrange meetings and correspondence with external stakeholders.

Role dimensions

Decision making

This role:
- Takes active ownership of own work.
- Works autonomously and pro-actively with minimal guidance demonstrating initiative.
- Prioritises own workload in order to meet deadlines and manage daily work.
- Provides prompt and relevant information to internal and external stakeholders.
- Maintains efficient lines of communication.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practice.
- Recognises when to make decisions and ask relevant questions.
- Exercises discretion and judgement in referral of enquiries/requests and/or sensitive issues and correspondence.
- Delivers high quality customer service to stakeholders.

Reporting line

TBC

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Prior experience in providing effective administrative support.
- Ability to maintain discretion and confidentiality.
- Must be fully vaccinated against COVID-19 and provide evidence of COVID-19 vaccination or contraindication certificate
- Willingness to work across SARA/SLM sites and ability to travel to multiple locations.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards

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Group and Capability	Level	Behavioural Indicators
		• Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans

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