Role Description
Senior Banking Officer

NSW GOVERNMENT | Education

Cluster	Education
Division/Branch/Unit	Edconnect
Role number	Multiple roles
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	551211
PCAT Code	1222437
Date of Approval	November 2020
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.
The department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the department's website above for more information.

Primary purpose of the role

The Senior Banking Officer role actively maintains, updates and navigates records and data management systems to resolve enquires and requests. The role demonstrates a high level of accuracy and efficiency and the ability to prioritise and manage own workload, enabling the provision of relevant and timely information and supports effective reporting and decision making within the functional area.

The role supports the TBS team within the Shared Services Finance functional area. The Finance function is responsible for managing all finance activities within the Shared Services function to ensure the smooth running of the Directorate. Finance activities include accrual accounting, posting general ledger journals, budgeting and funding, forecasting, financial reporting, accounts management (accounts receivable and payable), managing travel and accommodation expenses and benefits realisation.

Key accountabilities

- Perform transactional workflows relevant to the operations of the functional area at a high level of accuracy and efficiency. Tasks include record creation, entering, processing, checking and extracting data for reporting purposes and record archiving. These tasks must be performed in accordance with agreed operating procedures.
- Provide information and guidance to internal customers on matters relating to the functional area, ensuring that information supplied is accurate, relevant and resolves the request efficiently. Enquiries may be a result of an identified issues or discrepancies, or requests for information for reporting or audit purposes.

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- Maintain and update record databases, ensuring completeness, accuracy and confidentiality of records in accordance with information, communication and document control policies and security protocols
- Make effective use of records and data management systems for the purposes of reporting. This includes data collection and analysis, report preparation in line with quality and organisational requirements, and making recommendations to inform decision making.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant finance systems, TRIM, MS Office and other technologies appropriate to the operations of the functional area.
- Proactively support the improvement initiatives of existing processes and systems by identifying inefficiencies and making recommendations to the supervisor regarding improving service delivery, transactional processes and data management.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success over a 12 month period.

Key challenges

- Managing multiple competing demands and deadlines while delivering accurate and consistent work within a high volume environment. The role exercises sound judgment to ensure that competing work priorities are met within agreed timeframes and issues are escalated to supervisors when necessary.
- Communicating effectively to internal customers with a professional 'can do' approach, while ensuring service delivery and advice reflects current and best business practice.
- Adapting to changes in the operating environment, processes and systems in a climate of constant change and reform.

Key relationships

Who	Why
Internal	
Customers	• Delivers a range of transactional services to resolve information enquiries and routine requests
Team members	• Supports and shares information with colleagues to achieve team goals provides and seeks assistance as required
Supervisor	• Escalates issues, provides updates and clarifies instructions • Receives guidance in negotiating priorities and in handling non- routine, complex and sensitive matters • Receives ongoing performance feedback, coaching and development

Role dimensions

Decision making

The role acts independently in performing its core work functions, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action.
The role exercises independent judgement in responding to transactional and information enquiries from internal customers, and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice.

Reporting line

This role reports to the TBS Analyst.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Knowledge of Government Accounting standards and practices applicable to the role, for example the Public Finance and Audit Act (PFAA) and Treasurer's Directions, or ability to acquire this quickly.
- Appropriate tertiary qualifications in Business Administration or a relevant/related discipline, and/or demonstrated successful experience in stakeholder/customer engagement in a Shared Services/Contact Centre environment.

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.

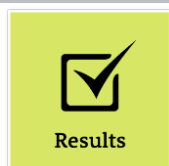| Capability group/sets	Capability name	Behavioural indicators	Level
FOCUS CAPABILITIES			
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show 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	Intermediate
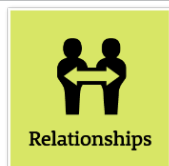
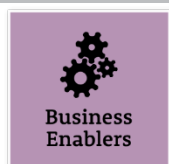|			
Relationships		• Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	
	Work Collaboratively Collaborate with others and value their contribution	• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep the team and supervisor informed of work tasks • Use appropriate approaches, including digital technologies, to share information and collaborate with others	Foundational
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these	Foundational
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations related to using resources and recording financial transactions	Foundational
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational

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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
	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	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
	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	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

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