

# Role Description

## Administration Assistant



Department of  
Primary Industries

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Infrastructure, Investment and Business Development / Research Services
Location	Various
Classification/Grade/Band	Clerk Grade 1 / 2
Role Family	Bespoke / Administrative and Executive Support / Support
ANZSCO Code	531111
PCAT Code	1127192
Date of Approval	January 2020 (updated August 2020)
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</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.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, Research & Business Excellence supports DPI's innovation and risk management goals by driving scientific excellence and strategy through our research institutes and stations and building strong scientific capability across DPI. The group also provides support and advice to drive business excellence across DPI through the Business Strategy and Performance team.

### Primary purpose of the role

Provides administrative and support services to enable the efficient operation of the research site.

### Key accountabilities

- Undertake a range of administrative support services including accurate filing, mail receipt and sorting, processing of e-documents, maintenance of registers, fleet service transactions, procurement of goods and services, meeting support and data entry to support the team to ensure the effective operation of the research site
- Provide front line customer and reception services, such as greeting visitors, responding to enquiries, escalating and redirecting issues, and ensuring onsite safety and security processes are undertaken;

including ensuring that visitors, new employees and contractors are identified and partnered with the appropriate onsite contact

- Undertake financial transaction processes including processing invoices and collection of revenue, and completing journals in accordance with departmental policy and procedure
- Assist and undertake onsite work experience activities to support and guide new staff and ensure work site safety
- Collect and compile information and prepare reports, documentation and correspondence to support information flow and inform decision making within the site
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible

## Key challenges

- Providing high quality customer service on a consistent basis in a high volume work environment where there are competing priorities and tight timeframes

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor	<ul style="list-style-type: none"><li>• Receive guidance and direction on specific tasks to be completed including priorities</li><li>• Discuss work allocated, providing updates on key issues and progress.</li><li>• Escalate issues as appropriate</li></ul>
Team members	<ul style="list-style-type: none"><li>• Interact with and work collaboratively to achieve unit outcomes</li><li>• Receive guidance from, discuss priorities and provide regular updates on key issues and progress on tasks</li><li>• Share information and discuss solutions to problems with colleagues</li></ul>
Staff across the Branch	<ul style="list-style-type: none"><li>• Share knowledge and information and promote innovation</li></ul>
<b>External</b>	
State and Local Government agencies	<ul style="list-style-type: none"><li>• Provide front line customer service</li><li>• Seek and provide information</li></ul>
Stakeholders, contractors, suppliers and members of the public	<ul style="list-style-type: none"><li>• Provide front line customer service</li><li>• Provide initial onsite reception of contractors and suppliers</li></ul>

## Role dimensions

### Decision making

- Decisions are made within the limits of established policies and procedures.
- Initial advice given to clients is provided within established policy and procedural guidelines, with complex or contentious issues referred to the Manager/supervisor manager.

## Reporting line

Manager/Supervisor

## Direct reports

Nil

## Budget/Expenditure

Nil

## 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
	<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</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<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></ul>	Intermediate




		<ul style="list-style-type: none"> <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>	
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others' health and safety</li> <li>• Escalate issues when these are identified</li> <li>• Follow government and organisational record-keeping requirements</li> </ul>	Foundational
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Display familiarity and confidence when applying technology used in role</li> <li>• Comply with records, communication and document control policies</li> <li>• Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	Foundational

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <b>Results</b>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 <b>Business Enablers</b>	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	Foundational