

Role Description

Administration Assistant

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	Various
Location	Various
Classification/Grade/Band	Grade 4
Role Number	Various
ANZSCO Code	521111
PCAT Code	1227373
Date of Approval	01 November 2015
Agency Website	http://www.transport.nsw.gov.au/

Agency overview

Transport for NSW is the centrepiece of a reshaped transport cluster. It is responsible for setting the strategic direction and guiding an extended network of public and private service delivery agencies to deliver improved transport outcomes.

Primary purpose of the role

The role's primary objective is to provide high level, efficient administrative support and contribute towards the effective operation of the business unit.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Perform a range of administrative duties to support senior management and the Branch, including co-ordination of meetings, diary maintenance, provision of a reception service, arrangement of training and travel, procurement of stationery and deliveries, and arrangement of the maintenance of office machines
- Provide word processing services using appropriate software packages to prepare documents such as memoranda, correspondence, reports and procedure manuals ensuring documents meet relevant standards and are completed in specified timeframes
- Create, maintain and distribute files and documents in accordance with records management procedures, to enable efficient retrieval of information as required
- Raise purchase order requests for goods and services, process invoices for payment in accordance with procurement policies and procedures, and ensure timely delivery of services
- Provide support in the collation and production of key management reports, to support the accurate, timely provision of information

- Distribute circulars and all correspondence including incoming mail and faxes to keep managers and staff informed and enable them to respond to necessary matters within required timeframes
- Perform the role of Safety Coordinator for the unit, providing safety instructions, ensuring the safety notice board is updated and coordinating safety actions as required

Key challenges

- Balancing the needs of a manager and the wider team
- Planning and prioritising work load to meet tight deadlines
- Maintaining confidentiality of sensitive information

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
External	
Other TfNSW divisions and Transport operating agencies and stakeholders	<ul style="list-style-type: none"> • Build collaborative working relationships • Develop and deliver solutions which deliver optimal customer outcomes.

Role dimensions

Decision making

As per the delegation of the role.

Reporting line

This role reports directly to a senior manager of a particular branch.

Direct reports

This role has no direct or indirect reports.

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed.

Essential requirements

1. Demonstrated experience in an administration support role.
2. Experience in using Microsoft software packages including Word, Excel and PowerPoint and in preparing correspondence and reports as required.





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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • 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