

Role Description

Administrative Officer NDIS



Education

Agency	NSW Department of Education
Division/Branch/Unit	School Performance North / Student Support & Specialist Programs / Delivery Support
Location	Queanbeyan
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
Role Number	191621
PCAT Code	1327172
Date of Approval	June 2017
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

School Performance North (SPN)

SPN, Student Support & Specialist Programs Directorate leads and directs the effective provision of educational, corporate and business services that add value to teaching and learning across more than 2200 public schools in NSW. This Division is responsible for coordinating the development and delivery of quality and responsive policies, processes, services, technologies, or business systems that contribute to maximising achievement for every student in a NSW public school.

The overarching goal of the SPN, Student Support & Specialist Programs Directorate is the strategic, future-focussed planning and quality assurance of service delivery to achieve equity of access and outcomes for every student regardless of where he or she lives or attends school.

Primary purpose of the role

The role provides quality administrative services to support the effective and efficient operation of the business unit including the day-to-day operations of the Leader, National Disability Insurance Scheme Transition's office.

Key accountabilities

- Contribute to efficient business operations of the NDIS Transition by providing a range of quality executive and administrative support services to the Leader, National Disability Insurance Scheme (NDIS) Transition and other members of the management team
- Coordinate responses on behalf of the Leader, NDIS Transition and other staff while maintaining strict confidentiality and sensitivity and ensuring that tight timeframes are met
- Identify areas for improvement in administrative support and service delivery, and implement changes directed by senior managers
- Liaise with other support staff to ensure that general administrative services provided are consistent across the Division

- Maintain the records management system and initiate regular reviews to ensure its integrity and accuracy including the Work, Health and Safety Illness, Injury and Incident register
- Manage the flow of information, correspondence and documents using advanced tracking, word processing and database skills
- Prepare spreadsheet and power point presentations and other clerical requests using the MS Office suite of programs

Key challenges

- Developing and sharing knowledge of the changing departmental and division policies, procedures, initiatives and protocols
- Planning and prioritising high volumes of work with conflicting and critical deadlines in order to maintain high quality output

Key relationships

Who	Why
Internal	
Line Managers, senior officers and Directors across all Directorates	<ul style="list-style-type: none"> • Undertake a wide range of clerical and administrative functions
External	
Customers including key stakeholder groups	<ul style="list-style-type: none"> • Provide quality customer service through responsive, accurate and timely communication

Role dimensions

Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines. In matters that are sensitive or complex the role consults with the supervisor or manager as required.

Reporting line

This role reports to:

191608 NDIS Transition Coordinator PEO

Direct reports

Nil

Budget/Expenditure

The role has a financial delegation of up to: \$5,000.

Essential requirements





- Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://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	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

Focus capabilities for the role:

It is expected that an employee new to the role will demonstrate immediate competence in each of the Focus Capabilities. The level indicated is a minimum requirement for immediate competence in the role.

In addition, behavioural indicators need to be specified for each of the focus capabilities (sourced directly from the [Capability Framework](#)).

Focus capabilities		
Capability Group: <i>Personal attributes</i>		
Capability Set	Level	Behavioural indicators
Manage Self	Intermediate	<ul style="list-style-type: none"> 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
Capability Group: <i>Relationships</i>		
Capability Set	Level	Behavioural indicators
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers
Capability Group: <i>Results</i>		
Capability Set	Level	Behavioural indicators
Deliver Results	Intermediate	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed
Plan & Prioritise	Foundational	<ul style="list-style-type: none"> 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
Capability Group: <i>Business Enablers</i>		

Capability Set	Level	Behavioural indicators
Finance	Intermediate	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial implications and value for money in making recommendations and decisions • Understand how financial decisions impact the overall financial position • Understand and act on financial audit, reporting and compliance obligations • Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these
Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> • Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements