

Role Description

Business Performance Officer

Cluster	Department of Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Soil Conservation Service
Classification/Grade/Band	Departmental Officer 3/4
Role Family	Projects & Programs
ANZSCO Code	511112
PCAT Code	1127292
Date of Approval	June 2017 (updated June 2020)
Agency Website	http://www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility 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.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

Primary purpose of the role

Provide financial and administrative support functions to SCS operational activities that comply with the Integrated Management System and organisational policy and procedures.

Key accountabilities

- Provide a range of administrative and project support services including routine procurement activities, records management, database maintenance and accounts management activities.
- Administer SCS project documentation and schedules in accordance with established procedures and Integrated Management Systems
- Complete routine financial and purchasing transactions in SAP and Oranasoft.
- Prepare information, documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information
- Assist in the administration of project contracts and agreements utilising local and business registers and databases to meet operational and management requirements.

Key challenges

- Successfully achieve required outcomes in a high volume work area with limited resources whilst providing assistance to other SCS staff across a range of matters.
- Managing competing priorities to assist fulfilling operation, management and business objectives and goals.
- Adapting to changing circumstances and readily accepting new and additional responsibilities with an ability to successfully work individually or within a team.

Key relationships

Who	Why
Internal	
Business Performance Supervisor	<ul style="list-style-type: none">• Provide information in relation to financial and operational performance and actions that assist effective decision-making Participate in meetings, share information and provide input on issues
Other Business Performance staff	<ul style="list-style-type: none">• Participate in meetings, share information and provide input on issues
Project managers, operational teams and other staff	<ul style="list-style-type: none">• Support and assist to enable them to fulfil their obligations in accordance with established and evolving procedures.
Corporate operations staff	<ul style="list-style-type: none">• Liaise with corporate operations to ensure matters and issues are successfully resolved to meet SCS business needs.
External	
Clients and suppliers	<ul style="list-style-type: none">• Liaise with suppliers and clients to clarify details of an administrative and financial nature of projects or procurement.

Role dimensions

Decision making

Has some independence in undertaking administrative tasks, escalating issues as required

Reporting line

Project Administration Coordinator

Direct reports

Nil

Budget/Expenditure

Not applicable

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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Build understanding of ethical behaviour Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation Speak out against misconduct and illegal and inappropriate behaviour Report apparent conflicts of interest 	Foundational
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<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 	Intermediate
 Results	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	Intermediate
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand project goals, steps to be undertaken and expected outcomes Plan and deliver tasks in line with agreed project milestones and timeframes Check progress against agreed milestones and timeframes, and seek help to overcome barriers Participate in planning and provide feedback on progress and potential improvements to project processes 	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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	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	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	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate