

# Role Description

## Processing Officer



Department of  
Primary Industries

Cluster	Industry
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Agriculture / Education and Regional Services / Education
Location	Paterson
Classification/Grade/Band	Clerk Grade 1 / 2
Job Family	Adapted / Finance and Economics / Support
ANZSCO Code	551111
PCAT Code	1223192
Date of Approval	April 2018
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### Agency overview

The NSW Department of Industry leads the state government's contribution to making NSW a place where people want to live and work and businesses choose to invest and grow.

We support all areas of economic activity where NSW has competitive strengths. We also have responsibilities for:

- Skill formation and development to match industry demand
- Partnering with stakeholders in stewardship and sustainable use of the state's natural resources; and
- Supporting economic growth in the regions.

Our strategies are built on close relationships to understand industry's needs. We deliver a wide range of training and specialist services and we help to secure efficient and dependable government decision-making that contributes to business confidence. We measure our success by the:

- Growth in quantity of employment and the value of output; and the
- Competitiveness and sustainability of industries in NSW.

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, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries; and provides access to financial loans and grants through the Rural Assistance Authority (RAA).

### Primary purpose of the role

The role is responsible for the timely and accurate processing of all invoicing and banking as well as related support functions, including filing and storage of documents in the Departmental records management system.

## Key accountabilities

- Process transactions in accordance with policies, procedures and work instructions
- Assist customers with queries related to transactions and processing status updates
- Ensure assigned tasks and transactions are processed within agreed service times and to the expected standard
- Escalate any processing issues including bottlenecks or backlogs impacting on delivery of services
- Liaise with the transaction requestor for transactions requiring clarification and/or where there are discrepancies
- Filing and storage of both physical and electronic records in accordance with required record keeping protocols

## Key challenges

- Processing transactions in a prompt, accurate, and efficient manner and implementing corrective actions when errors are identified, including provision of advice to customers where required
- Providing a high level of customer service on a consistent basis and ensuring staff complaints are minimised
- Maintaining a high level of confidentiality in dealing with sensitive issues and information

## Key relationships

Who	Why
<b>Internal</b>	
Customers	<ul style="list-style-type: none"><li>• Provide support, advice and information</li></ul>
College Registrar and Business Manager	<ul style="list-style-type: none"><li>• Receives guidance from, discuss priorities and provides regular updates on key issues and progress</li><li>• Escalates issues as appropriate and exchange information</li></ul>
Team colleagues	<ul style="list-style-type: none"><li>• Work collaboratively to deliver excellent customer service</li></ul>
<b>External</b>	
Clients and visitors	<ul style="list-style-type: none"><li>• Provide advice, direction and information</li></ul>

## Role dimensions

### Decision making

Operates in a structured operating environment that is subject to established policies procedures and practices underpinned by statutory requirements. The role prioritises own workload and has some limited opportunity to adapt operating practices.

### Reporting line

College Registrar and Business Manager

### Direct reports

Nil

## Budget/Expenditure





Nil

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

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

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>codes of conduct that apply to your role</li> <li>• Speak out against misconduct, illegal and inappropriate behaviour</li> <li>• Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<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> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>