Role Description
Workshop Coordinator

Cluster	Department of Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Soil Conservation Service
Classification/Grade/Band	Departmental Officer 3-4
Role Family	Bespoke/Trade & Labour/Deliver
ANZSCO Code	531111
PCAT Code	1127392
Date of Approval	January 2020 (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

The Workshop Coordinator provides administrative and support services to facilitate the functionality and operation of the workshop.

Key accountabilities

- Provide a range of administrative and support services, including records management, prepare routine correspondence, and coordination to support the effective operation of the workshop.
- Monitor stores/workshops for equipment functionality, and organise plant repair contractors and the sourcing of parts in a timely and efficient manner.
- Update and maintain records and databases, complying with administrative systems and processes, including maintaining work safety practices and SCS Policy documentation within the workshop environment for both SCS staff and contractors across regional sites.
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
- Respond to enquiries and escalate and redirect issues as required to ensure the provision of accurate information

Key challenges

- Monitoring day to day operations of the workshop to ensure safe work practices are adhered to and work is being carried out efficiently by contractors while also delivering high quality, responsive administrative support services.
- Ensure market comparison for contractor engagement is monitored and updated periodically as per departmental requirements.

Key relationships

Who	Why
Internal	
Manager	• To discuss work priorities, provide information for the workshops and seek guidance.
Work team	• Participate in meetings, share information with management team and both SCS workshops, provide input on issues
Clients/customers	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
Suppliers/contractors	• Arrange service/delivery, respond to queries, identify needs, communicate services and redirect, escalate or resolve issues • Maintain effective communication with suppliers and contractors

Role dimensions

Decision making

Some autonomy to adjust own workload and priorities within established policy and procedures.

Reporting line

Consult Coordinator

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

NSW Drivers Licence and willingness to travel

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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	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• 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	• 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 • Follow government and organisational record-keeping requirements	Foundational
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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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	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
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
	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	Intermediate