

Role Description

Government House Attendant

Cluster	Department of Premier and Cabinet
Department/Agency	Department of Premier and Cabinet
Division/Branch/Unit	Government House Sydney
Location	Sydney CBD
Classification/Grade/Band	Clerk General Scale
Kind of Employment	Ongoing
ANZSCO Code	899111
Role Number	Various
PCAT Code	1229192
Date of Approval	October 2019
Agency Website	www.dpc.nsw.gov.au

Agency Overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

Working with us will give you a broad overview in areas such as public policy formulation, public administration and state administrative matters and an opportunity to be involved in a range of state-wide policies, issues and projects.

For more information go to http://www.dpc.nsw.gov.au/about/about_the_department.

Government House Sydney

Under the direction of the Official Secretary, Government House Sydney is structured into five key functional areas: Protocol, Household, Secretariat, Communications and Estate Management. These streams work collaboratively to ensure professional and timely support and advice to the Governor of New South Wales – the most senior office in the State – in fulfilling constitutional, ceremonial and community responsibilities.

Collectively, the five functional areas ensure that every aspect of the Governor's and spouses diaries of official engagements and liaison with the community is appropriately coordinated, managed and planned; that the official residence is suitably maintained; that the administrative arm of the organisation operates in accordance with relevant policies and guidelines; and that the buildings, contents and grounds are managed and presented to the highest standard.

Government House Sydney is staffed by employees of the Department of Premier and Cabinet.

For more information go to: <http://www.governor.nsw.gov.au>

Primary purpose of the role

1. Provide timely and efficient transport services for the Governor of New South Wales and Government House Sydney in support of day to day operations.
2. Undertake minor maintenance and general presentation duties within the grounds of Government House to uphold and maintain professional standards of presentation.

Key accountabilities

- Provide a high standard of transport services for the Governor and/or Governor's spouse, dignitaries and House staff to attend official and non-official engagements as required.
- Research and plan driving routes to ensure the most effective and efficient transfer means, including electronic research, prior knowledge and reconnaissance drives as appropriate.
- Prepare vehicles ensuring they are properly maintained and serviced to meet professional and safety standards.
- Record and update vehicle maintenance records and running sheets and other related administrative records to meet compliance and audit requirements.
- Undertaking regular and ad-hoc internal and external maintenance duties in consultation with the Estate team to ensure the property is well maintained and presented in accordance with best practice, facilities are safe and damage is quickly reported to minimise risk.
- Support household duties in consultation with the Estate and Household teams including event set-up and cleaning (before and after events), and general labouring to uphold professional standards.

Key challenges

- Demonstrate professionalism to support a culture of confidentiality, recognise and maintain a high level of discretion and professionalism at all times during driving assignments.
- Working flexibly and with initiative in an environment with competing demands and varying responsibilities including anticipating passenger's needs, responding to changes in driving assignments, traffic conditions and levels of risk and danger and out-of-hours requirements.
- Maintaining a consistent level of support for the Estate, Household and Protocol teams and prioritising work as required.

Key relationships

Who	Why
Internal	
Manager Protocol and Protocol Team	<ul style="list-style-type: none">• Receive instruction and feedback from the Manager Protocol (or delegated officer) in respect of driving schedules and requirements.• Seek clarification on tasks and responsibilities in a timely manner and communicate effectively across the team to assist in developing solutions.• Maintain effective working relationships with the Protocol team and ADCs to co-ordinate driving assignments.

Who	Why
Estate Manager and Manager Household	<ul style="list-style-type: none"> • Receive instruction and feedback regarding house maintenance and related general duties tasks. • Seek guidance on best practice • Seek clarification on tasks and responsibilities in a timely manner and communicate effectively across the team to assist in developing solutions.
Accompanying officers	<ul style="list-style-type: none"> • Maintain close and positive working relationships for the smooth delivery of Vice Regal events.
External	
Key external stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships to assist in the delivery of the Vice Regal Program.

Role dimensions

Decision making

- The Government House Attendant receives advice and support from the supervisor, while managing their day-to-day workload independently within agreed work and project plans; takes active ownership of their own work;
- Decisions which are referred to a supervisor include any changes to projects that are likely to escalate; or are outside of delegation limits.

Reporting line

The role is a direct report to the Manager Protocol but has a matrix reporting line to the Manager Estate on building and maintenance duties.

Essential requirements





- Full (unrestricted) Class C drivers license, driving knowledge, skills and experience. Health assessments shall be undertaken to assess compliance with RTA medical standards to hold a NSW driver's licence.
- Extensive and detailed knowledge of Sydney's transport systems, particularly the major roads and streets, locations of suburbs, major landmarks, hotels, conference centers and major government and private sector buildings.
- Maintain appropriate personal standards of grooming, presentation, demeanour and behaviour, involving appropriate manners, courtesy and neat appearance.
- Knowledge of vehicle maintenance and car parking facilities in accordance with security, vehicle safety and work health and safety requirements.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/performance-development/performance-development-framework/performance-development-framework>

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	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	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	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 codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Act with Integrity		

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
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 Plan and 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
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology