

Role Description

Grants Support Officer



Cluster	Stronger Communities
Agency	Office of Sport
Division/Branch/Unit	Office of the Chief Executive / Executive and Ministerial Services / Grant Programs
Role number	51000152
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
PCAT Code	1111592
Date of Approval	7 September 2021
Agency Website	www.sport.nsw.gov.au

Agency overview

The Office of Sport is the lead NSW Government agency for sport and active recreation.

With a vision of sport and active recreation creating healthier people, connecting communities and making a stronger NSW, we provide the people of NSW with the leadership, policies, programs, funding and infrastructure necessary to maximise the social, health and economic benefits realised through this valued sector.

Our work is spread across NSW, with ten Sport and Recreation Centres, five Olympic Sport Venues and offices throughout the state.

Primary purpose of the role

The Grants Support Officer provides a range of administrative and support services relating to the operation of the team.

Key accountabilities

- Provide a range of administrative and support services, including records management, routine correspondence, to support the effective operation of the team/unit.
- Provide information and guidance to grants applicants, contributing to the efficient and compliant management of Office of Sport for grants administered.
- Support and participate in panel assessments of grant applications and recommendations about applications' eligibility.
- Undertake a range of administrative tasks that support the efficient and compliant management of Office of Sport grants.
- Provide support to a range of projects, programs, and other initiatives to support Office of Sport development activities.

- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible

Key challenges

- Consistently and accurately assessing and supporting the administration of effective grants funding in an environment with a high volume and variety of tasks, competing priorities and tight deadlines.
- Dealing effectively and professionally with business clients and industry stakeholders whilst managing their expectations and balancing competing priorities.

Key relationships

Who	Why
Internal	
Team Leader	<ul style="list-style-type: none"> • Escalate issues and provide updates
Grants team	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues
Clients/Customers	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
Grant applicants/recipients	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Decision making

The Grants Support Officer provides administrative and support services to the team/unit and only makes decisions on prioritising their own workload within given timeframes.

Decisions on matters outside the Grants Support Officer's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Team Leader Sport Grants.

Reporting line

Team Leader Sport Grants

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

National Criminal Records Check

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">• 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	<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	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none">• Seek clarification when unsure of work tasks• Complete own work tasks under guidance within set budgets, timeframes and standards• Take the initiative to progress own work• Identify resources needed to complete allocated work tasks	Foundational

	Technology		
	Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • 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

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
	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
	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
	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	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	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	Foundational