

# Role Description

## Program Support Officer



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Various
Location	State Headquarters/Zone
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
Role Number	Various
PCAT Code	1127292
Date of Approval	31 May 2018
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

### Primary Purpose of the role

The Program Support Officer undertakes a range of research, analysis and administrative activities to support the formulation of advice and recommendations and contribute to the achievement of organisational outcomes.

### Key accountabilities

- Assist the team in the delivery of a range of projects/programs and initiatives to facilitate the timely delivery of objectives
- Undertake basic research and analysis in assigned areas and contribute to the preparation of reports to inform decision making and contribute to policy/program/project development
- Contribute to the preparation of draft reports, correspondence, papers, and minutes to support the development of program or policy initiatives
- Provide a range of administrative activities, including coordinating working groups and committees, to support stakeholder engagement

- Respond to routine queries to provide consistent advice and information.

## Key challenges

- Delivering multiple program related administrative support activities and services concurrently in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
- Maintaining relationships with and communicating with a broad range of stakeholders with diverse needs.

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor	For administrative reporting, advice, escalating issues and provision of updates.
Work Team and stakeholders	Participate in meetings, sharing information and provision of input on issues.
Clients/customers	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
<b>External</b>	
Stakeholders	Respond to queries, identify needs, communicate services and address, escalate or resolve issues

## Role dimensions

### Decision making

- Exercises some discretion in making decisions, operating without close supervision for undertaking assignments on a regular and adhoc basis, in accordance with established policy, procedures and practices and as directed by the supervisor
- Identifies issues that are of sufficient urgency or significance that need to be brought to the attention of relevant executives or managers
- Exercises diligence, discretion and confidentiality in accordance with the sensitivities of the task at hand

### Reporting line

Various

### Direct reports

There are no direct reports to this position

### Budget/Expenditure

Nil

## Essential requirements

- Experience in providing a broad range of administrative and project support services to senior level management
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months





*You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.*

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 <b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 <b>Results</b>	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Foundational
 <b>Business Enablers</b>	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"> <li>Seek clarification when unsure of work tasks</li> <li>Complete own work tasks under guidance within set budgets, timeframes and standards</li> <li>Take the initiative to progress own work</li> <li>Identify resources needed to complete allocated work tasks</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>Research and analyse information to make recommendations based on relevant evidence</li> <li>Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>

