

Role Description

Senior Advisor - Secretariat



Customer
Service

Cluster	Customer Service
Department / Agency	Department of Customer Service
Division / Branch / Unit	Digital.NSW and Customer Service ICT
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	599999
PCAT Code	1227183
Date of Approval	September 2019

Primary purpose of the role

Coordinates the provision of confidential, best practice secretariat support services to the Board and Independent Member Committees. The position holder also contributes to a range of policies and projects and provides the executive team with professional advice, coordination and support in the preparation of reporting, documents and processes that underpin good governance and formal decision making, such as briefing notes and stakeholder correspondence.

Key accountabilities

- Research, analyse and review complex policy issues, identifying emerging issues, developing evidence-based options, and recommended solutions to resolve problems and mitigate risks
- Build and maintain relationships with key stakeholders, facilitating their engagement in, and contribution to, the identification and development of policy solutions and to inform policy decision-making
- Lead the planning, governance and administration processes directly related to the Board and Independent Member Committees, including the scheduling of Board and Committee meetings, coordination of agenda-setting and meeting papers, coordination of organised, efficient best practice meetings and Chair support
- Contribute to governance projects to support strategic alignment for a high-performing agency
- Coordinate all aspects relating to the establishment and/or membership arrangements of the Board and Independent Member Committees, including administration and induction processes
- Attend Board and allocated Independent Member Committee meetings, and oversee the preparation of accurate and comprehensive written minutes, review and follow up action items and facilitate timely delivery of resolution
- Ensure robust registers (Members' pecuniary interests / governance activities) are established and properly maintained and report as required to the Board, Independent Member Committees and Executive
- Prepare correspondence, written reports, publications, and briefs, that are informative and aligned with agency requirements, to respond to Agency and/or Government requests

Key challenges

- Supporting the Executive Director and Director to facilitate the smooth operation of decision making and reporting given the number of discrete but interrelated Board and Independent Member Committee structures
- Identifying interdependencies and balancing competing demands to ensure policy and project objectives are achieved and governance and reporting requirements are met
- Managing complex and sensitive consultations with diverse stakeholders within agreed timelines while balancing their diverse views, concerns and expectations

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate sensitive and business critical issues, keep informed, advise, receive guidance and instructions • Collaborate to determine approach to sensitive and strategic issues • Participate in meetings, discussions and contribute to decisions regarding business plans, policies and deliverables • Provide expert advice and regular reporting on the status of secretariat matters and other projects
Board/Committee Internal attendees / Work group	<ul style="list-style-type: none"> • Work collaboratively with to achieve business outcomes • Consult, seek subject-matter expertise • Chair meetings as required, present information on Board/Committee outcomes and sensitive and emerging issues • Negotiate outcomes and timeframes
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information •
Customers/stakeholders	<ul style="list-style-type: none"> • Engage with, seek clarification and provide advice and responses to ensure the prompt resolution of issues • Provide expert advice on policy issues • Report and provide updates, exchange information and respond to enquiries • Consult and collaborate to define mutual interests and determine strategies to achieve their realisation
External	
Board/Committee Chairs and Members	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication • Provide expert advice, manage administrative matters, resolve and provide solutions to routine issues, coordinate ad hoc meetings and requests
Customers/stakeholders	<ul style="list-style-type: none"> • Engage with, seek clarification and provide advice and responses to ensure the prompt resolution of issues • Report and provide updates • Consult and collaborate to define mutual interests and determine strategies to achieve their realisation

Who	Why
Other NSW Government agencies	<ul style="list-style-type: none"> Represent agency interests and negotiate to achieve optimal outcomes

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting Line

Manager, Special Projects

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations



Essential requirements



Nil

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

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	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects