

Role Description

Senior Administrator



Agency	Sydney Trains
Division/Branch/Unit	Train Crewing and Support/Deputy Executive Director
Location	Sydney
Role Grade or Band	RC4
Senior Executive Work Level Standards	N/A
Kind of Employment	Permanent Full Time
Health Assessment Category - Safety	Category 4
Vision	Nil
Hearing	N/A – Cat 4 Only
Agency Website	www.sydneytrains.info

Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Primary purpose of the role

The Senior Administrator provides confidential, high level, proactive administrative support to the Deputy Executive Director whilst ensuring the delivery of efficient and effective service levels for the Deputy Executive Director's internal and external stakeholders.

This includes coordination of administration support in the division, deliver of ad hoc divisional projects as well as managing the Deputy Executive Director's commitments to facilitate meeting business operations to agreed standards.

Key accountabilities

- Anticipate and deliver on the Deputy Executive Director's (DED) administration requirements to ensure the DED's business commitments are met; including but not limited to timely, accurate advice on current issues to facilitate DED decision making, calendar management, daily prioritisation of activities and email management, where appropriate
- Monitor and/or address sensitive enquiries and issues, including those escalated, to facilitate timely and effective resolution
- Monitor DED commitment timeframes to ensure the development and preparation of meeting packs, briefs and/or reports for the DED's business readiness. This includes collating solution options, making recommendations, identifying risks and providing endorsements from key stakeholders to enable decision making. Follow up on actions and minutes; correctly referenced and filed in the records management system
- Collate information from SMEs and develop Briefing Notes and position papers
- Centralise and manage the divisional administrative functions. Develop, implement, review and update administrative policies, processes and policies to ensure compliance with agency standards, policies and procedures
- Oversee and conduct procurement activities, Including Equip approvals and compliance with P-Card procedures

- Manage Asset Registration and Disposal and motor vehicle coordination as required
- Manage ad-hoc meetings as required
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058

Key challenges

- Balancing the competing demands of the DED's administration needs, other business requirements and ad hoc requests given the high volume of BAU work
- Managing stakeholder's expectations for requests on the DED's time
- Following up and closing off all actions and sharing appropriate business knowledge

Key relationships

Who	Why
Internal	
Deputy Executive Director/ Executive Director	<ul style="list-style-type: none"> • Escalate issues, provide timely business information and updates
Executive Officer, Senior Administrators, Administration Support Officers	<ul style="list-style-type: none"> • Liaise to ensure ED, DED and Crew Manager's requirements are met in a timely manner
Internal stakeholders	<ul style="list-style-type: none"> • Manage expectations and provide administrative services
External	
TfNSW cluster agencies, suppliers, third parties, Rail Unions	<ul style="list-style-type: none"> • Monitor, direct and address enquiries

Role dimensions

Decision Making:

Independent decision making requirements of the position include:

- Administration activities

Collaborative decision making requirements of this position include:

- DED calendar and meeting management
- Briefings notes, position papers and ad hoc projects
- Equip approval flow
- Administration policies and process

Reporting line:

Deputy Executive Director

Direct Reports:

Nil

Budget/Expenditure:

Nil

Essential Requirements





- Demonstrated experience in management support and effectiveness in the identification and resolution of sensitive business issues
- Demonstrated communication and interpersonal skills to build effective stakeholder relationships
- Proven capability in the preparation of written communications for senior management

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

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	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

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 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 Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
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 other's expertise to achieve work outcomes
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate and develop team/unit goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Adept	<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 • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation