Role Description
Receptionist

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Office of the Commissioner
Location	Wollongong
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	531111
Role Number	52009668
PCAT Code	1127292
Date of Approval	3 July 2018
Agency Website	www.ses.nsw.gov.au

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 sevice 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 Receptionist provides high quality reception, concierge and administrative services for the NSW SES and its clients, volunteers and members of the public to ensure the effective and efficient operation of the Agency.

Key accountabilities

- Provide receptionist and concierge services, demonstrating excellent customer service to external stakeholders and members of the public face-to-face, via email and telephone
- Promptly respond to enquiries and routine requests for information, escalating enquiries as necessary to ensure the provision of accurate information
- Provide administrative support services such as data entry, ordering/purchasing, filing, creating, compiling and storing documents, maintenance of office equipment and stores/stationery
- Coordinate the sorting and distribution of mail and correspondence, including triaging all general email enquiries received via the NSW SES public website, ensuring prompt delivery

- Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly for accessibility and confidentiality is maintained
- Coordinate travel and activities including processing of travel claims, orders and accounts and payment of registration and associated expenses
- Provide administrative support on key projects including completion of allocated tasks to meet key deliverables.

Key challenges

- Provide excellent reception services, administrative support and customer service to both internal/external stakeholders and members of the public in a timely and efficient manner
- Delivering accurate and consistent work within a high volume environment
- Maintaining currency in a range of Corporate Information Systems which include SAP and Microsoft Office applications.

Key relationships

Who	Why
Internal	
Manager	• Receive guidance, direction and support in day to day tasks • Provide advice and exchange information in order to achieve priorities
Work team	• Work collaboratively to contribute to achieiving business outcomes • Participate in meetings, share information and provide input on issues
Members of the NSW SES	• Provide excellent customer service to support the NSW SES volunteers and staff members
External	
External stakeholders	• Develop and maintain effective working relationships to a range of suppliers relating to accommodation, travel, venue and courier services
Members of the Public	• Greet and assist members of the public and visitors to the NSW SES

Role dimensions

Decision making

The Receptionist will make decisions around determining the prioritisation of daily work tasks delegated to them, with guidance from the role supervisor.

Reporting line

Coordinator Protocol and Special Events

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Essential requirements

- Demonstrated experience in a reception role and using of the full range of Microsoft Office applications
- 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

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	**Intermediate**
	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

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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** Be ethical and professional, and uphold and promote the public sector values	Foundational	• Behave in an honest, ethical and professional way • Build understanding of ethical behaviour • Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships **Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	Intermediate	• 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
Results **Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational	• 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** Understand and use available technologies to maximise efficiencies and effectiveness	Foundational	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security