

Role Description

Senior Executive Assistant

| | |
|---------------------------|---|
| Cluster | Education |
| Agency | NSW Department of Education |
| Division/Branch/Unit | Office of the Secretary |
| Role number | 146131 |
| Classification/Grade/Band | Clerk Grade 9/10 |
| ANZSCO Code | 224999 |
| PCAT Code | 1221592 |
| Date of Approval | July 2021 |
| Agency Website | https://education.nsw.gov.au/ |

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The Senior Executive Assistant provides a range of high-level executive and secretariat support services to assist the Secretary to address the complexities of their role and to achieve business objectives.

Key accountabilities

- Act as the Secretary's point of contact, analysing and actioning requests in order to prioritise urgent and often sensitive matters, and taking decisive action to facilitate the optimal use of the Secretary's time.
- Manage the Secretary's diary appointments, records and correspondence, proactively scheduling, organising and prioritising meetings and providing support to facilitate the smooth operation of the Office of the Secretary.
- Manage, prepare and review high level complex communications across the private and public sector ensuring timeliness and accuracy to support the achievement of business requirements.
- Research, analyse, collate and provide reports to the Executive to support informed decision-making and planning.

- Contribute to the development of, and monitor, implement and evaluate administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes.

Key challenges

- Negotiating and re-prioritising own and the Secretary's schedule, given heavy workloads, tight deadlines, and conflicting high-level commitments and priorities.
- Maintaining strict confidentiality while facilitating necessary communication of highly sensitive matters.

Key relationships

| Who | Why |
|--|--|
| Internal | |
| Secretary | <ul style="list-style-type: none"> • Respond to requests, recommend actions and provide day-to-day support |
| Executive Director and Director, Office of the Secretary | <ul style="list-style-type: none"> • Identify and escalate emerging issues/ risks, their implications and potential solutions, and report on progress towards business objectives |
| External | |
| Ministers' Offices | <ul style="list-style-type: none"> • Consult with Ministerial staff providing accurate information and timely responses to sensitive or contentious issues, manage correspondence, briefings and meetings |
| Stakeholders | <ul style="list-style-type: none"> • Provide sound and reliable advice, manage expectations, resolve and provide solutions to issues, negotiate outcomes and timeframes, and communicate on behalf of the Secretary |

Role dimensions

Decision making

Key decisions associated with scheduling the Secretary's meetings, and managing the Secretary's correspondence.

Reporting line

Director, Office of the Secretary

Direct reports

N/A

Budget/Expenditure

Expenditure is in line with Departmental delegations.

Key knowledge and experience

- Proven effective negotiation and problem-solving skills and ability to meet tight deadlines and shifting priorities.
- Demonstrated effectiveness working and communicating with senior/executive management and in a busy team environment.
- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Employment screening checks such as Criminal Record Check and Working with Children Check

Capabilities for the role

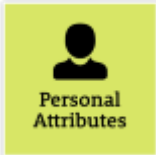
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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 |
|  | 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 and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |

Manage Self

Advanced

Show drive and motivation, an ability to self-reflect and a commitment to learning

- Act as a professional role model for colleagues, set high personal goals and take pride in their achievement
- Actively seek, reflect and act on feedback on own performance
- Translate negative feedback into an opportunity to improve
- Take the initiative and act in a decisive way
- Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation

**Communicate Effectively**

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

Adept

Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- 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

Adept

**Plan and Prioritise**

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team 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 affect the achievement of team and unit goals

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Accommodate and respond with initiative to changing priorities and operating environments
- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

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 |
|-------------------------|-------------------------------------|--|--------------|
| Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| | Project Management | Understand and apply effective planning, coordination and control methods | Intermediate |