|  |  |
| --- | --- |
| **Cluster/Agency** | Family and Community Services |
| **Division/Branch/Unit** | Various |
| **Location** | TBC |
| **Classification/Grade/Band** | Clerk Grade 1/2 |
| **Kind of Employment** | TBC |
| **ANZSCO Code** | 531111 |
| **Role Number** | TBC |
| **PCAT Code** | Varies depending on team and client |
| **Date of Approval** | TBC |
| **Agency Website** | www.facs.nsw.gov.au |

*This role description applies to multiple roles across FACS. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.*

# Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

# Primary purpose of the role

# Provide effective administrative and support services to facilitate the smooth operation of the team/unit.

# Key accountabilities

* Provide a range of routine administrative activities to contribute to the efficient and effective operation of the team/unit that support delivery of services to FACS clients/customers.
* Gather and process business information in accordance with standards and guidelines to ensure flow, accuracy and confidentiality of business information.
* Contribute to the maintenance and development of administrative systems to ensure that business systems operate effectively.
* Use relevant technology to prepare documentation and presentation material to support business unit managers and directors.
* Manage business unit filing systems in accordance with standards and guidelines, by creating, storing, retrieving and tracking files to ensure the accurate and safe storage of information.
* Work closely with other business areas to effectively arrange meetings and manage the flow of business information and activities.
* Provide customer service and reception duties as required, to act as a first point of contact for the business unit and ensure issues are resolved or escalated appropriately.

# Key challenges

* Balancing requests for information, multiple work tasks and competing deadlines in an environment with fluctuating demands.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Escalate issues, keep Line manager informed * Advise and receive instructions |
| Work Team | * Participate in meetings to share information and provide input on issues |
| **External** |  |
| Clients/Customers | * Respond to queries where possible, or redirect relevant party for view and resolution * Contribute to client-focused approach to service provision |

# Role dimensions

## Decision making

## The role:

* Works under supervision to set priorities and approach to workload and outputs as allocated by management.
* Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
* Ensures a course of action is suitable, referring to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the FACS Delegations for specific financial and/or administrative delegations for this role.

## Reporting line

See divisional structure and supplementary material.

## Direct reports

Nil.

## Budget/Expenditure

## Nil.

# Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

**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>.

## 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** |
|  | Display Resilience and Courage | Foundational |
| **Act with Integrity** | **Foundational** |
| Manage Self | Foundational |
| Value Diversity | Foundational |
|  | Communicate Effectively | Foundational |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Foundational |
|  | **Deliver Results** | **Foundational** |
| Plan and Prioritise | Foundational |
| Think and Solve Problems | Foundational |
| Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| **Technology** | **Foundational** |
| 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** |
| **Personal Attributes**  Act with Integrity | Foundational | Behave in an honest, ethical and professional way  Take opportunities to clarify understanding of ethical behaviour requirements  Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role  Speak out against misconduct, illegal and inappropriate behaviour  Report apparent conflicts of interest |
| **Relationships**  Commit to Customer Service | Intermediate | Support a culture of quality customer service in the organisation  Demonstrate a thorough knowledge of the services provided and relay 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  Co-operate across work areas to improve outcomes for customers |
| **Results**  Deliver Results | Foundational | Complete own work tasks under guidance, within set budgets, timeframes and standards  Take the initiative to progress own work  Identify resources needed to complete allocated work tasks  Seek clarification when unsure of work tasks |
| **Business Enablers**  Technology | Foundational | Display familiarity and confidence in the use of core office software applications or other technology used in role  Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation  Understand information, communication and document control policies and systems, and security protocols  Comply with policies on acceptable use of technology |