

Role Description

Business Support Officer



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Public Works Advisory and Regional Development
Location	Various across NSW
Classification/Grade/Band	Staff Grade 3-4
Kind of Employment	Ongoing
Role Number	Generic Position across Public Works Advisory
ANZSCO Code	531111
PCAT Code	1227292
Date of Approval	9.02.2015 (updated July 2019 and April 2020)
Agency Website	www.dmsw.nsw.gov.au or www.publicworks.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Public Works Advisory (PWA) is part of the Department of Regional NSW. PWA supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, delivery and support services. We bridge the gap between the government and the private sector, helping clients to maximise value, optimise costs and manage risks in their infrastructure programs and the lifecycle management of their assets.

Primary purpose of the role

To provide a range of administrative and support services to facilitate business operations and service delivery.

Key accountabilities

- Provide a range of administrative and support services for one or more of the following functions: Finance Management, Resources Management, Assets Management, Contract Management & Procurement Management, Records Management and Business Development.
- Collect and compile information and prepare documentation and correspondence in line with quality and organisational requirements to support information flow and inform decision making.
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
- Provide a professional first point of contact with clients and suppliers by responding to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate and timely information.
- Update and maintain records and databases, complying with systems and processes to ensure that all information is accurate, stored correctly and accessible.
- Maintain knowledge of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements.

Key challenges

- Delivering multiple business support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, receive guidance and instructions.• Participate in meetings, share information and provide input on issues
Work team	<ul style="list-style-type: none">• Participate in meetings, share information and provide input on issues
Clients/customers	<ul style="list-style-type: none">• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues• Work collaboratively with Project Managers to achieve the delivery of professional, high quality and timely customer service.
External	
External Vendors/Service Providers	<ul style="list-style-type: none">• Respond to queries, identify needs, gather information, communicate services and redirect, escalate or resolve issues.

Role dimensions

Decision making

The role makes decisions and acts independently with regards to core administrative duties that are routine in nature, provided the decisions are in accordance with relevant legislation, department policy and the assigned business unit priorities.

In this context, the role:

- Establishes daily work routines in relation to the core functions of the role
- Completes tasks in consultation with team members, as appropriate, and in accordance with priorities as directed by the supervisor
- Refers and consults with the supervisor where clarification of high priorities is required or problems cannot be resolved by standard practice
- Exercises independent judgement in responding to general enquiries from customers, providing information or referring to other team members as appropriate. Difficult or non-routine enquiries are referred to the appropriate person.
- Makes recommendations to the supervisor regarding improving customer services, administrative practice or business processes.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current NSW Drivers Licence and willingness to drive to and work in remote locations which may include overnight stays.

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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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 	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek clarification when unsure of work tasks 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 	Foundational
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<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 Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

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	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Foundational