# Role Description
# **Executive Assistant**



| Agency | NSW Ministry of Health |
|---|---|
| Division | |
| Branch | Health Professional Councils Authority (administrative unit of HAC) |
| Location | North Sydney |
| Grade | Clerk Grade 5/6 |
| Kind of Employment | Ongoing |
| Role Number | 628705 & 681005, 684284 |
| ANZSCO Code | 521111 |
| PCAT Code | 1337172 |
| Date of Approval | April 2018 |
| Agency Website | www.health.nsw.gov.au |

## Agency Overview

For more information go to www.health.nsw.gov.au

## Primary purpose of the role

The Executive Assistant provides a comprehensive range of high-level executive and administrative support functions to the Branch Director and Assistant Directors, HPCA to support services and the timely delivery of business initiatives to a high quality and standard.

The position holder works directly to an executive to deliver end-to-end administrative support.

The position deals with sensitive issues and operates within critical timeframes that are often dependent on delivery by Council members, senior HPCA staff, external key stakeholders and the general public.

## Key accountabilities

- Coordination of branch administrative support to meet critical timelines

- Deliver a comprehensive range of administrative support functions, including diary and meeting management, routine databases, secretariat support to committees, photocopying, document production, compilation and distribution and maintenance of office equipment.

- Receive, assess and manage telephone enquiries from internal and external callers, including requests for meetings, and note required follow up

- Review and manage correspondence for signature by the relevant executive, correcting for quality, and/ or seeking additional information or clarification from the author if necessary

- Draft and prepare general correspondence, presentations, reports and submissions

- Produce business activity reports, such as staffing, sick leave, budget reconciliation
- Train and support other staff in the application of business processes and technologies.

# Key challenges

- Meeting deadlines and undertaking and or supporting a number of projects in a pressured, large volume work environment.
- Dealing tactfully with the professional members of staff when following up overdue work or requesting amendments to work submitted by them to the Deputy Secretary or Executive Director.
- Balancing workload and priorities when involved in cross-Branch or cross Divisional projects oversighted by different managers.

# Key relationships

| Who | Why |
| --- | --- |
| **Ministerial** | |
| Minister's Office | • To arrange meetings and coordinate ministerial responses |
| **Internal** | |
| Director of the HPCA, Assistant Directors and Executive Officers | • Provide and seek advice, exchange information and provide support |
| **External** | |
| Council Members | • Provide and seek advice, exchange information, provide support regarding communication services and initiatives |
| Key staff Ministry of Health | • Maintain collaborative relationships, provide and seek advice and exchange information |
| Public sector organisations - Australian Health Practitioner Regulation Agency, the Ministry of Health, the Health Care Complaints Commission and the Office of the Information and Privacy Commissioner | • Maintain collaborative relationships, provide and seek advice and exchange information |

# Role dimensions

## Decision making

The position holder is:

- Responsible for day-to-day management of her/his own work priorities within agreed parameters and approved by the supervisor in individual and teamwork plans.

- Expected to balance workload where there may be competing priorities and develop and implement strategies to deliver business support.

- Expected to provide administration systems that improve the service and efficiency of the Director /Branch / Project and are consistent with the IT systems, policies and procedures adopted by the Ministry.

- Expected to provide information and advice to internal and external enquirers on relevant policies and procedures, referring any matters which fall outside standard guidelines and practice to a supervisor.

- Expected to liaise, consult and work collaboratively with other sections of the Branch, the Ministry and external agencies.
- Expected to be flexible and adaptable in working with Branch staff members to achieve support business objectives.
- Guided by your supervisor in preparing reports, correspondence, policies and submissions.
- Expected to provide information and advice about your role, in the context of the position description.

The position holder will always seek approval to make changes to timeframes, Branch/work priorities. The position holder does not have authority to sign off correspondence or reports (other than as agreed within the work plan).

**Reporting line**

**Reports to the relevant executive.**

**Direct reports**

Nil

**Budget/Expenditure**

Nil

## Essential Requirements

Qualifications such as Certificate 4 level in Business Administration Support (or similar) and/or substantial experience in administrative support positions with a demonstrated capacity to work effectively at the executive level and evidence of continued development.

## 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 | Foundational |
| | Manage Self | Intermediate |
| | Value Diversity | Foundational |

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Capability Group** | **Capability Name** | **Level** |
| Relationships | **Communicate Effectively** | **Intermediate** |
| | Commit to Customer Service | Intermediate |
| | **Work Collaboratively** | **Foundational** |
| | Influence and Negotiate | Foundational |
| Results | **Deliver Results** | **Intermediate** |
| | Plan and Prioritise | Foundational |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Foundational |
| Business Enablers | Finance | Foundational |
| | **Technology** | **Intermediate** |
| | 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**<br>Display Resilience and Courage | Intermediate | • Be flexible and adaptable and respond quickly when situations change<br>• Offer own opinion and raise challenging issues<br>• Listen when ideas are challenged and respond in a reasonable way<br>• Work through challenges<br>• Stay calm and focused in the face of challenging situations |
| **Relationships**<br>Communicate Effectively | Intermediate | • Focus on key points and speak in 'Plain English'<br>• Clearly explain and present ideas and arguments<br>• Listen to others when they are speaking and ask appropriate, respectful questions<br>• Monitor own and others' non-verbal cues and adapt where necessary<br>• Prepare written material that is well structured and easy to follow by the intended audience<br>• Communicate routine technical information clearly |
| **Personal Attributes**<br>Work Collaboratively | Foundational | • Work as a supportive and co-operative team member, share information and acknowledge others' efforts<br>• Respond to others who need clarification or guidance on the job<br>• Step in to help others when workloads are high<br>• Keep team and supervisor informed of work tasks |

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| | | • |
| **Results**<br>Deliver Results | Intermediate | • Complete work tasks to agreed budgets, timeframes and standards<br>• Take the initiative to progress and deliver own and team/unit work<br>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals<br>• Seek and apply specialist advice when required |
| **Business Enablers**<br>Technology | Intermediate | • Apply computer applications that enable performance of more complex tasks<br>• Apply practical skills in the use of relevant technology<br>• Make effective use of records, information and knowledge management functions and systems<br>• Understand and comply with information and communications security and acceptable use policies<br>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |
| | | • |