

Role Description

Executive Support Officer



Department of
Primary Industries

Cluster/Agency	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	Biosecurity and Food Safety
Location	Orange
Classification/Grade/Band	Clerk Grade 5 / 6
Role Family	Bespoke / Administrative and Executive Support / Support
ANZSCO Code	521111
PCAT Code	1119192
Date of Approval	May 2020
Agency Website	www.dpi.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.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

The Executive Support Officer provides a comprehensive range of high-level administrative services to relevant Directors to support the efficient and effective operation of the branches and the optimal utilisation of the Director's time and resources. The role also provides executive support to the Unit leadership team.

Key accountabilities

- Provide confidential executive support to the Director and to the unit leadership teams including the timely preparation of correspondence, briefs, reports, presentations and other essential documentation
- Manage the Director's time commitments and diary to prioritise and filter information requests, communicate urgent matters for attention, refer operational matters to other staff, monitor deadlines and renegotiate deadlines if required

- Maintain databases and other tools to generate reports for projects, workplace health and safety, employment contracts, finance and budget matters
- Source, format, and collate all necessary documentation including undertaking research on issues in preparation for meetings, conferences and forums to ensure relevant information is available and in an accessible format
- Provide secretariat support for working groups and committees, including organising meeting venues and travel logistics, preparation of agendas, collating papers, taking minutes, and following up on status of priority actions
- Undertake a range of administrative tasks including coordinating feedback from staff on policy and other relevant matters, coordinating and maintaining information published on DPI active, the intranet and internet, and coordinating relevant documentation for procurement
- Assist in the administrative progression of documents under relevant internal software programs
- Develop and maintain relationships between the Director's office and key internal and external stakeholders by providing positive and efficient client service

Key challenges

- Coordinating confidential matters requiring the Director's attention particularly the handling of politically sensitive or embargoed material and initiate responses to urgent requests for information, briefings or advice.
- Meeting the pressure of tight timeframes and competing deadlines in a high volume work environment in a large and geographically dispersed Branch.
- Establishing and maintaining strong and effective working relationships and working proactively and as part of a team.

Key relationships

Who	Why
Internal	
Director Unit Directors	<ul style="list-style-type: none"> • Provide executive level support to the Director and negotiate priorities and completion of tasks and projects • Organise and co-ordinate diary and travel arrangements
Unit senior leadership team	<ul style="list-style-type: none"> • Deliver advice and exchange information on operational matters • Prioritise workflow for requests and approvals • Coordinate input into correspondence and briefings
Senior DPI Executive, Office of the Director General, Minister's Office and Ministerial Liaison Unit	<ul style="list-style-type: none"> • Coordinate briefing materials and correspondence • Liaise regularly with DPI executive assistants and other staff across the Department to source and exchange information as required
External	
Stakeholders and clients, at a senior level, including working groups, government agencies, and research and development corporations	<ul style="list-style-type: none"> • Establish and maintain working relationships and networks to address highly confidential and sensitive matters • Coordinate meetings, travel and agendas

Role dimensions

Decision making

- Manages day-to-day tasks independently and works with minimal supervision, using initiative to anticipate the needs of the Directors
- Coordinates the Director's diary and activities to maximise time and logistics
- Prepares draft correspondence, reports, agendas, minutes and presentations and quality controls incoming material
- Screens contacts to ensure the Director is not distracted by inappropriate queries, referring to relevant staff as appropriate
- Proposes recommendations and implements approved actions to improve systems and processes

Reporting line

Director

Direct reports

Nil

Budget/Expenditure

Nil

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

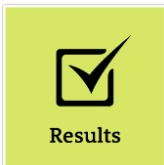

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations 	Intermediate
	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 Support a culture of integrity and professionalism Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct Recognise and report misconduct and illegal and inappropriate behaviour Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Focus on key points and speak in plain English Clearly explain and present ideas and arguments Listen to others to gain an understanding and ask appropriate, respectful questions Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly 	Intermediate
	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

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly 	Intermediate
	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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	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	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational