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| **Cluster** | Regional NSW |
| **Agency** | Regional Growth NSW Development Corporation |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Family**  | Adapted/Administrative & Executive Support/Delivery |
| **ANZSCO Code** | 521111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2019 (updated April 2022) |
| **Agency Website** | http://www.rgdc.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 Regional Growth NSW Development Corporation (the Corporation) is established under the Growth Centres (Development Corporations) Act 1974 to lead the delivery and implementation of the Special Activation Precincts program. These precincts are delivering on the NSW Government’s commitment to increase jobs and enhance prosperity in regional NSW. There are six precincts – Parkes, Wagga Wagga, Moree, Snowy Mountains, William town and Narrabri.

Primary purpose of the role

The Executive Assistant provides executive, secretarial and administrative services across a range of complex issues to the Executive Director within the Commercial and Major Projects business unit of the Corporation to support the efficient and effective operation of the business unit and the optimal utilisation of the executive teams time and resources. The role also provides a high level of executive support to the business units executive team.

# Key accountabilities

* Provide confidential executive support to the Executive Director and similar support to the business unit’s executive team, including the preparation, collation and coordination of advice, correspondence, reports and presentations on complex policy and operational matters to support informed decision making and planning.
* Determine, develop, and manage office management and administrative systems and processes and the flow of work for the Executive Director to ensure streamlined and effective outcomes
* Manage the Executive Director and the executive team’s time commitments and diary to ensure urgent matters are prioritised and make the most efficient use of resources.
* Research and support/or coordinate a range of initiatives, projects and programs across the branch and broader Corporation when required.
* Act as the first point of contact to the Executive Director, exercising confidentiality and discretion, in prioritising and filtering information requests, drawing attention to urgent matters which require immediate attention and referring operational matters to other staff as appropriate to enable the most effective use of time available.
* Source, format, collate all necessary documentation including undertaking research on issues in preparation for meetings, conferences and forums to ensure relevant information is at hand and in an easily accessible format.
* Develop and maintain liaison relationships between the Executive Director and key internal and external stakeholders, at a senior level, by providing positive and efficient client service.

Key challenges

* Working with a high degree of tact and diplomacy in the coordination of confidential matters requiring the Executive Director’s attention particularly the handling of politically sensitive or embargoed material and coordinate responses to urgent requests for information, briefings or advice.
* Providing creative solutions to unusual work requests for which there are no established procedures and ensuring actions and tasks are completed accurately and on time
* Establishing and maintaining strong and effective working relationships and consistent systems and procedures

Key relationships

| Who |  Why |
| --- | --- |
| **Ministerial** |  |
| Ministerial Offices  | * Coordinate briefing materials and correspondence
 |
| **Internal** |  |
| Executive Director | * Provide executive level support to the CEO and negotiate priorities and completion of tasks and projects associated with branch matters
 |
| Other Corporation Executive (Directors) | * Deliver advice and exchange information on operational matters
 |
| **External** |  |
| Stakeholders and clients, at a senior level, including Ministerial Offices, Office of the Secretary; Office of the Coordinator General, Government Agencies | * Establish and maintain working relationships and networks to address highly confidential and sensitive matters
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# Role dimensions

## Decision making

* Manages day-to-day tasks of the position independently
* Coordinates the Executive Director’s diary and activities to reduce travel
* Prepares draft correspondence, reports, agendas, minutes and presentations and quality controls incoming material
* Screens contacts to ensure the Executive Director is not distracted by inappropriate queries, referring to relevant staff as appropriate

## Reporting line

## Executive Director

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* *Evidence of the COVID-19 vaccination must be provided upon commencement of employment. This is a condition of engagement should you be successfully appointed to a position within the Department of Regional NSW (which includes Local Land Services and the Soil Conservation Service).*

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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**  |
|  | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | Be flexible and adaptable and respond quickly when situations changeOffer own opinion and raise challenging issuesListen when ideas are challenged and respond appropriatelyWork through challengesRemain calm and focused in challenging situations | Intermediate |
| **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conductRecognise and report misconduct and illegal and inappropriate behaviourReport and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse 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 experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve outcomes for customers | Intermediate |
|  | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ workInitiate, prioritise, consult on and develop team and unit goals, strategies and plansAnticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responsesEnsure current work plans and activities support and are consistent with organisational change initiativesEvaluate outcomes and adjust future plans accordingly | Adept |
| **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Be proactive in taking responsibility and being accountable for own actionsUnderstand delegations and act within authority levelsIdentify and follow safe work practices, and be vigilant about own and others’ application of these practicesBe aware of risks and act on or escalate risks, as appropriateUse financial and other resources responsibly | Intermediate |
|  | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasksUse available technology to improve individual performance and effectivenessMake effective use of records, information and knowledge management functions and systemsSupport 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**  |
|  | 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 |
|  | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
|  | 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 |