|  |  |
| --- | --- |
| **Cluster/Agency** | Family and Community Services (FACS) |
| **Division/Branch/Unit** | Various |
| **Location** | TBC |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **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 office services support to facilitate the smooth operation of the business unit and the delivery of its services.

# Key accountabilities

* Provide a range of administrative activities and office services that contribute to the efficient and effective operation of the team/unit that supports delivery of services to FACS clients/customers.
* Manage and process business information in accordance with standards and guidelines to ensure all information is accurate, stored correctly and accessible as required.
* Use relevant technology to prepare documentation and presentation material to support business unit managers and directors.
* Implement and maintain effective administrative systems and processes and make recommendations to improve efficiency and better support the business unit in delivering services.
* Manage business unit filing systems in accordance with standards and guidelines, by creating, storing, retrieving and tracking files to ensure accuracy and security of information.
* Build and maintain relationships with other business areas to effectively arrange and set-up for meetings and manage the flow of business information and activities.
* Provide support and assistance to other members of the administration team as required, to ensure efficient and effective functioning of the team.
* Provide customer service and reception duties as required, to act as a first point of contact for the business unit to 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.
* Liaising appropriately with a range of internal and external stakeholders with an understanding of their interests and relationship with relevant projects or programs.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Report directly to Line manager * Escalate issues, keep informed, advise and receive instructions |
| Team members | * Participate in meetings to share information and provide input on issues * Provide an effective and valuable two way liaison |
| Other FACS divisions | * Liaise to ensure the provision of timely and accurate advice when requested |
| **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 where required 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** | **Intermediate** |
| Manage Self | Foundational |
| Value Diversity | Foundational |
|  | Communicate Effectively | Intermediate |
| **Commit to Customer Service** | **Intermediate** |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
| Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
|  | 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**  Act with Integrity | Intermediate | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and follow legislation, rules, policies, guidelines and codes of conduct  Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct  Recognise and report misconduct, illegal or inappropriate behaviour  Report and manage 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 |
| **Relationships**  Work Collaboratively | Intermediate | Build a supportive and co-operative team environment  Share information and learning across teams  Acknowledge outcomes which were achieved by effective collaboration  Engage other teams/units to share information and solve issues and problems jointly  Support others in challenging situations |
| **Results**  Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidence  Identify issues that may hinder completion of tasks and find appropriate solutions  Be willing to seek out input from others and share own ideas to achieve best outcomes  Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**  Technology | Intermediate | Apply computer applications that enable performance of more complex tasks  Apply practical skills in the use of relevant technology  Make effective use of records, information and knowledge management functions and systems  Understand and comply with information and communications security and acceptable use policies  Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |