

Role Description

Administrator Community Engagement

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| Cluster | Stronger Communities |
| Executive Agency | Multicultural NSW |
| Division/Branch/Unit | Community Engagement |
| Location | Parramatta |
| Classification/Grade/Band | Clerk Grade 3/4 |
| Kind of Employment | Ongoing |
| ANZSCO Code | TBA |
| Role Number | 50015343, 50015344 |
| PCAT Code | TBA |
| Date of Approval | March 2016 |
| Agency Website | www.multicultural.nsw.gov.au |

Agency overview

In NSW, we come from 307 ancestries, practice 146 religions and speak more than 215 languages. NSW is also home to 33.6% of Australia's overseas-born population, with 27.6% of the State's constituents born overseas. The purpose of Multicultural NSW is to build and maintain a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW. Our work is underpinned by the *Multicultural NSW Act 2000*, which establishes Multicultural NSW as the lead NSW government agency for promoting and monitoring the *multicultural principles* set out in the *Act*. The Multicultural NSW Advisory Board, which is constituted under the *Act*, is an independent body that draws on the cultural diversity, skills and experience of its members to provide advice to the agency and the Minister.

The Community Engagement Division plays a central role in the achievement of the objectives and functions of Multicultural NSW. We engage with communities and promote the benefits of our cultural diversity through a range of forums including a network of 12 regional advisory councils and issue-based forums. We deliver marketing, communication, media and events programs for the whole agency. We also focus on the impacts of overseas events on local communities in NSW through a community resilience framework.

Primary purpose of the role

To work as a productive, transparent and accountable member of Multicultural NSW, demonstrating a high standard of integrity and ethical behaviour in the execution of your duties. The conduct of Multicultural NSW employees must reflect the requirements and/or values of the NSW Public Sector, Multicultural NSW vision and strategic plan and related division plans, objectives and priorities. All employees must act in a way that align with our overarching remit to promote and advance our social cohesion and community harmony.

To provide a wide range of administrative services and secretariat functions to the Community Engagement Division - as directed by the Manager, Community Engagement and as outlined in the Multicultural NSW Calendar of projects, programs and events. The scope of administrative work will span Regional Advisory Councils, other forums and Community Engagement related projects and initiatives.

Key accountabilities

- Research, analyse and draft reports to support the effective management of issues related to community engagement projects.
- Develop sound working relationships with stakeholders and provide support around the implementation of projects, programs and events.
- Prepare and organise the logistics around meetings, forums and consultation including catering, agendas, distributing minutes, scheduling follow-up actions, transport and other tasks required by the Community Engagement Team.
- Administer petty cash, travel payments and reimburse expenses for RAC members in accordance with entitlements and policy. Ensure that travel and accommodation is arranged for the RAC chairs and Multicultural NSW staff when traveling to or from regional NSW.
- Prepare reports and presentations and provide effective administrative support to ensure work is completed within timelines.
- Prepare invitation and contact lists for a range of consultations, meetings and events.
- Provide administrative support to the Community Engagement Team responding to incoming telephone calls, emails and maintenance of the database.
- Represent Multicultural NSW and /or participate in Multicultural NSW events as required.

Key challenges

- Delivering on a wide range of administrative services across the division, in an environment where there are often competing priorities.
- Communicating sensitively with a broad range of stakeholders facilitating effective communication between the regions and within the agency.
- Keeping up to date with constant changes to administrative systems, policy and regulation to ensure compliance and the highest standards of accuracy to responses to emerging issues.

Key relationships

| Internal | |
|--|--|
| Manager, Community Engagement Community Engagement Officers Senior Manager, Community Resilience | <ul style="list-style-type: none">• Share information, seek guidance, consult and seek advice and to achieve consensus on proposed action |
| Other staff of Multicultural NSW including Multicultural NSW Advisory Board and Regional Advisory Council members | <ul style="list-style-type: none">• Share information, to consult, to seek advice and to coordinate work• Ensure the effective administration of the related project/program activity |
| External | |
| Clients and suppliers | <ul style="list-style-type: none">• Liaise to support the effective operation of Multicultural NSW |
| Multicultural NSW Advisory Board members who chair the Regional Advisory Councils | <ul style="list-style-type: none">• Maintain sound lines of communication and provide information and services |

Role dimensions

Decision making

The role:

- A sound understanding and demonstration of applying integrity in workplace practices in information in terms of privacy and confidentiality.
- A sound understanding of public sector processes and procedures.
- Confident demonstration of skills in terms of IT and systems and software use.
- Demonstrates accurate preparation of reports and submissions in line with Multicultural NSW procedures and processes.
- Displays an awareness and understanding of cultural diversity in their conduct and completion of duties.
- Discussions are held with project stakeholders, sponsors, RAC and Community Engagement Officers regarding agenda setting, minute preparation, transport requirements and any meeting logistics and follow up actions.
- May recommend changes to procedures and systems.
- Formal approval is necessary to implement a new process or procedure.

Refer to the Multicultural NSW Delegations for specific financial and/ or administrative delegations for this role.

Reporting line

This role reports to the Manager, Community Engagement or the Senior Manager, Community Resilience.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

- Extensive experience in providing administrative support.
- Experience in arranging meetings, taking minutes and scheduling identified matters for follow-up.
- Awareness of relevant legislation, the activities and understanding of cultural diversity.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check
- 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 |
|--|-------------------------------------|---------------------|
|  Personal Attributes | Display Resilience and Courage | Intermediate |
| | Act with Integrity | Intermediate |
| | Manage Self | Foundational |
| | Value Diversity | Foundational |
|  Relationships | Communicate Effectively | Foundational |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
|  Results | Deliver Results | Foundational |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Foundational |
| | 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 Act with Integrity | Intermediate | <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 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 |
| Personal Attributes Value Diversity | Foundational | <ul style="list-style-type: none"> • Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs • Be open to the input of others • Work to understand the perspective of others |
| Relationships Communicate Effectively | Foundational | <ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|---|
| Relationships Work Collaboratively | Foundational | <ul style="list-style-type: none"> • Write in a way that is logical and easy to follow • Work as a supportive and co-operative team member, • Share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks |
| Results Demonstrate Accountability | Foundational | <ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified |
| Business Enablers Technology | Intermediate | <ul style="list-style-type: none"> • 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 |