Role Description
Executive Assistant

Cluster	Regional NSW
Agency	Department of Regional New South Wales
Group/Division/Branch	
Location	
Classification/Grade/Band	Clerk Grade 5 / 6
Role Family	Standard / Administrative and Executive Support / Support
ANZSCO Code	521111
PCAT Code	1119192
Date of Approval	September 2020
Agency Website	www.nsw.gov.au/regional-nsw

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.

Primary purpose of the role

The Executive Assistant provides administrative and management services to the Director to support the efficient and effective operation of the office and the optimal utilisation of the Director's time and resources. The role also provides executive support to the Branch leadership team.

Key accountabilities

- Provide confidential executive support to the Director including preparation of correspondence, reports, presentations and other essential documentation
- Determine, develop, and manage processes for administration and the flow of work for the Unit ensuring streamlined and effective outcomes
- Manage the Director's time commitments and diary to ensure urgent matters are prioritised and make the most efficient use of resources
- Research and support/or coordinate initiatives, projects and programs across the broader Branch when required
- Work closely with the Director 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 Director's office and key internal and external stakeholders by providing positive and efficient client service

Key challenges

- Coordinating confidential matters that require the Director's attention particularly the handling of politically sensitive or embargoed material and coordinating responses for urgent requests for information, briefings or advice.
- Providing creative solutions for 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
Internal	
Director	• Provide executive level support to the Group Director and negotiate priorities and completion of tasks and projects associated with branch matters
Other Directors and Managers in the Branch	• Deliver advice and exchange information on operational matters
External	
Ministers Office and Ministerial Liaison Unit	• To coordinate briefing materials and correspondence
Stakeholders and clients, at a senior level, including Ministerial Offices, Office of the Secretary, Government Agencies	• Establish and maintain working relationships and networks to address highly confidential and sensitive matters

Role dimensions

Decision making

- Manages day-to-day tasks of the position independently
- Coordinates the 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 Director is not distracted by inappropriate queries, referring to relevant staff as appropriate

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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	• 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	• 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	• 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	• 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
Results	**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 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
Business Enablers	**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 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.

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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

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