Role Description
Administration Assistant

Cluster	Regional NSW
Agency	Department of Regional New South Wales
Group/Division/Branch	Regional Development & Programs
Location	TBC
Classification/Grade/Band	Clerk Grade 1 / 2
Role Family	Standard / Administrative and Executive Support / Support
ANZSCO Code	531111
PCAT Code	1117172
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.

The NSW Government's eyes and ears on the ground for regional development and infrastructure delivery, providing multi-agency coordination, program and grant funding, community planning and coordination, and emergency response delivery.
Regional Development and Programs plays a crucial leadership and community-facing role to support improved outcomes in economic development and community wellbeing for regional NSW.

Our Regional Programs and Regional Recovery branches coordinate and deliver sector excellence and leadership in grants design, administration, evaluation and program assurance to support social and economic outcomes for regional NSW, while also enabling people, businesses and communities to recover from disasters including flood, bushfire, COVID-19 and drought. The Regional Recovery branch includes the Office for Regional Youth and provides support to the Minister for Regional Youth and coordinates critical Regional Youth Task Force activities.

Primary purpose of the role

Provides administrative and support services to enable the efficient operation of the Branch.

Key accountabilities

- Assist in undertaking a range of administrative support services including accurate filing, mail receipt and sorting, photocopying, maintenance of registers, procurement of goods and services, meeting and event support and data entry to support the effective operation of the branch.
- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making.

- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information.
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.

Key challenges

- Providing high quality customer service on a consistent basis in a high volume work environment where there are competing priorities and tight timeframes.

Key relationships

Who	Why
Internal	
Manager	• Receive guidance and direction on specific tasks to be completed including priorities • Discuss work allocated, providing updates on key issues and progress. • Escalate issues as appropriate
Team members	• Interact with and work collaboratively to achieve unit outcomes • Receive guidance from, discuss priorities and provide regular updates on key issues and progress on tasks • Share information and discuss solutions to problems with colleagues
Staff across the Division	• Share knowledge and information and promote innovation
External	
State and Local Government agencies	• Provide front line customer service • Seek and provide information
Stakeholders, suppliers and members of the public	• Seek and provide information

Role dimensions

Decision making

- Decisions are made within the limits of established policies and procedures.
- Advice given to clients is provided within established policy and procedural guidelines, with complex or contentious issues referred to the Manager/Supervisor.

Reporting line

Manager/Supervisor

Direct reports

N/A

Budget/Expenditure

N/A

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	**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	**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
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• 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 • Follow government and organisational record-keeping requirements	Foundational
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes	Foundational

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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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	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	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

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