

Role Description

Admin Support Officer Senior Pathways



Education
Public Schools

Agency NSW Department of Education
Division/Branch/Unit Educational Services Division / School Services Directorate / School Services
Location Bathurst
Classification/Grade/Band Clerk Grade 1/2
ANZSCO Code 531111
Role Number 177004
PCAT Code 1227172
Date of Approval Jun-2021
Agency Website www.dec.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

Educational Services Division

Educational Services Division leads and directs the effective provision of educational, corporate and business services that add value to teaching and learning across more than 2200 public schools in NSW. The Division is responsible for coordinating the development and delivery of quality and responsive policies, processes, services, technologies, or business systems that contribute to maximising achievement for every student in a NSW public school.

The overarching goal of the Educational Services Division is the strategic, future-focussed planning and quality assurance of service delivery to achieve equity of access and outcomes for every student regardless of where he or she lives or attends school.

Primary purpose of the role

The role forms part of board teams that provide services, policy, advice and programs within Public Schools NSW and is accountable for delivering accurate, timely and reliable processing and customer support through the effective use of tailored service delivery strategies. The role assists in the achievement of business results and customer service excellence.

Key accountabilities

- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and comments the role's specific responsibilities, key deliverables, expected outcomes and indicators of success over a 12 month period.
- Provide a range of administrative, keyboard and clerical support services to support the operational functioning of the assigned business unit. Administration support services may include filing and records management, receipt and sorting of electronic and other mail, maintenance of official registers and documents, scanning and copying documents, compilation of manuals and reports, reception duties and preparing meeting papers and venues.

- Provide data entry, word processing, spreadsheet and other keyboard services to support the accurate and timely flow of information to and from the business unit.
- Respond to general enquiries by providing accurate information and referring enquiries by telephone, email, online or face to face, as necessary, in a confidential, responsive, customer focused manner.
- Undertake a range of specific workflows relevant to the operations of the business unit. Tasks may include record creation, entering, processing, checking and extracting data for reporting purposes and record archiving. These tasks must be performed in accordance with agreed operating procedures and protocols.
- Utilise new and/or updated technology applications, systems, procedures and organisational methods to deliver efficient and effective services to the business unit.

Key challenges

- The Clerk 1/2 must be multi skilled and may be deployed across a range of Public Schools NSW units, thus necessitating flexibility to respond to different operating environments utilizing a range of technologies and oriented to achieving business outcomes.
- The role provides support to Public Schools NSW officers to ensure that competing work priorities are met within agreed timeframes. The role will be challenged by the need for a high level of accuracy and consistency in achieving results.
- The role responds to enquiries from a broad range of internal and/or external customers necessitating a capacity to communicate effectively based on a high level of customer responsiveness.

Key relationships

Who	Why
Internal	
Supervisor	Receives guidance in work practices and for complex/sensitive matters, and receives performance feedback.
Team members and internal customers	Shares information , provides and seeks assistance , and provides administrative support.
External	
Customers	Provide information to resolve routine issues and enquiries.

Role dimensions

Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines. In matters that are sensitive or complex the role consults with the supervisor or manager as required

Reporting line

This role reports to:
173960 Senior Pathways Advisor SEO2

Direct reports

Nil

Budget/Expenditure

The role has a financial delegation of up to: \$ 5000

Essential requirements





Hold a valid clearance to work with Children (Working with Children Check)

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capabilities 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	Foundational
	Act with Integrity	Foundational
	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	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities for the role

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.

Focus capabilities		
Capability Group: <i>Personal Attributes</i>		
Capability Set	Level	Behavioural indicators
Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing work activities

		<p>effectively</p> <ul style="list-style-type: none"> • Look for opportunities to learn from the feedback of others
Capability Group: <i>Relationships</i>		
Capability Set	Level	Behavioural indicators
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • 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
Capability Group: <i>Results</i>		
Capability Set	Level	Behavioural indicators
Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Capability Group: <i>Business Enablers</i>		
Capability Set	Level	Behavioural indicators
Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology