

# Role Description

## HR Advice Officer



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Corporate Services/People, Property & Security
Role number	TBA
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	December 2022
Agency Website	<a href="http://www.parliament.nsw.gov.au">www.parliament.nsw.gov.au</a>

### Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; and the IT Services Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

## Primary purpose of the role

HR Advice Officer is a generalist role working across all the areas of Human Services and being responsible for various human resource functions which may include a variety of administration transactions, including payroll. These functions are to be provided in a timely, accurate, consistent, quality focused and service oriented manner.

## Key accountabilities

- Undertake a variety of human resources activities and transactions, including the use of relevant systems, in a timely, accurate, consistent and quality focused manner
- Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit
- Interpret and apply human resources and payroll related policies and procedures to ensure work is conducted according to and within the relevant policy and procedural framework of the Human Services function
- 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
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures
- 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
- Troubleshoot issues and provide guidance and training to the other Human Services team members as required to ensure that key service delivery activities are completed in a timely, accurate and consistent manner.
- Develop and maintain relationships with various internal and external stakeholders including vendors, suppliers and auditors to ensure that the stakeholder needs of Parliament are met.
- Support the preparation of reports and prepare ad hoc reports for stakeholders and managers.
- Identify opportunities for process and system improvements within Human Services administration and processing activities.

## Key challenges

- Be pro-active and responsive to administrative requirements, while ensuring tight timeframes are met. At times this can be extremely difficult, as activities will sometimes involve multiple stakeholders and service providers.
- Ensure effective communication with all relevant stakeholders and ensure administrative support provided is timely, accurate, consistent, quality focused, responsive and appropriate.

## Key relationships

Who	Why
<b>Internal</b>	
Relevant Reporting Line Manager	<ul style="list-style-type: none"><li>• Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required</li></ul>

Who	Why
	<ul style="list-style-type: none"> <li>• Provide support to achieve operational priorities, exchange information and contribute to decision-making</li> <li>• Escalate discuss issues and propose solutions</li> </ul>
Division/Branch Leadership Team	<ul style="list-style-type: none"> <li>• Collaborate and build effective relationships</li> <li>• Provide advice and influence decision making processes</li> <li>• Respond to requests for information or assistance and escalate sensitive issues</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Determine work priorities and oversee progress to facilitate their ongoing professional development</li> <li>• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality</li> <li>• Provide an escalation point for issues or complex decision-making</li> </ul>

## Role dimensions

### Decision making

The role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context, is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

The role is accountable for the delivery of assigned work. The role is accountable for the quality, integrity and validity of the service provided.

### Reporting line

The role accounts and reports to the relevant reporting line supervisor/manager

### Direct reports

There are no direct reports.

### Budget/Expenditure

Nil.

## Key knowledge and experience

- Experience in delivery of human resources services and administration, including the practical application of policy and procedure to the same.
- Demonstrated ability to maintain the integrity of highly confidential and sensitive information.
- Demonstrated ability to work independently and as part of a team to meet deadlines in a high volume environment, particularly when there are competing priorities.
- Well-developed written communication skills, including experience in writing correspondence and reports, and a high level of attention to detail.
- Sound computer literacy, together with experience using electronic record management systems, windows based software packages and SAP HR systems.

## 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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Focus on key points and speak in plain English</li><li>• Clearly explain and present ideas and arguments</li><li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li><li>• Promote the use of inclusive language and assist others to adjust where necessary</li><li>• Monitor own and others' non-verbal cues and adapt where necessary</li><li>• Write and prepare material that is well structured and easy to follow</li><li>• Communicate routine technical information clearly</li></ul>	Intermediate
 Results	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"><li>• Understand the team and unit objectives and align operational activities accordingly</li><li>• Initiate and develop team goals and plans, and use feedback to inform future planning</li><li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li><li>• Consider the implications of immediate and longer-term organisational issues and how these</li></ul>	Intermediate

## FOCUS CAPABILITIES

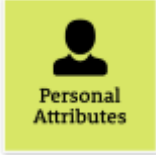
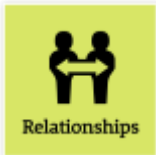

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	might affect the achievement of team and unit goals <ul style="list-style-type: none"> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
		<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	

## 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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	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	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	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