

Role Description

Administration Logistics Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Information Technology Directorate
Role number	198988
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	599999
PCAT Code	1227271
Date of Approval	June 2022
Agency Website	education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The Administration Logistics Officer provides administrative and logistics support services essential to the efficient and timely operation of the IT Directorate. The role contributes to a high performing team and acts to ensure excellent customer service and continuous service improvement.

Key accountabilities

- Perform a range of administrative and logistics support services, for example, reorganisation and removal of furniture, receipt and dispatch of deliveries, IT Directorate vehicle administration, etc.; proactively identify opportunities to continually improve efficiency and effectiveness
- Work with the role supervisor to coordinate routine and ad hoc building maintenance and/or facilities tasks with the aim of minimising the impact on IT Directorate staff
- Develop, implement and maintain effective systems to allocate security passes to new IT Directorate staff, including ongoing, temporary and contract personnel; maintain appropriate records and ensure the deactivation and collection of passes from terminating staff
- Support IT Directorate meetings and events, including venue setup, furniture organisation, general hospitality tasks, etc.

- Provide high quality customer service by answering or redirecting of general enquiries received via telephone, email and other communication methods in an attentive and timely manner
- Provide timely and efficient administrative support to IT Directorate teams as required
- Participate in a roster to provide quality reception services in accordance with Departmental operational requirements
- Participate in ongoing training and personal development to ensure currency of skills and capability levels; maintain cooperative relationships with other teams in the Directorate.

Key challenges

- Balancing competing and conflicting team / job priorities and deadlines whilst keeping up to date with routine workflows
- Communicating effectively and clearly at all levels and within the team for exchanging appropriate information
- Responding to changes in operating environment and work practices, guidelines and systems

Key relationships

Internal

Who	Why
Operations Manager	<ul style="list-style-type: none"> • Receive advice and direction regarding deliverables and priorities • Provide regular status updates and receive performance feedback
Work team	<ul style="list-style-type: none"> • Work cooperatively and contribute to the achievement of business outcomes • Build positive working relationships to facilitate liaison, consultation and engagement
IT Directorate managers and staff	<ul style="list-style-type: none"> • Provide routine administrative and financial information on business activities; escalate enquiries to relevant staff where required • Facilitate the delivery of efficient services and assist in the design of work processes

External

Who	Why
Vendors / suppliers	<ul style="list-style-type: none"> • Maintain effective working relationships • Provide effective and efficient support to resolve issues arising; escalate complex or extraordinary issues

Role dimensions

Decision making

The Administration Logistics Officer:

Works within a broad framework of Departmental and IT Directorate policies, procedures, operational guidelines and precedents set by previous work

Plans work assignments in consultation with the role supervisor and/or other team members; exercises judgement and initiative in resolving day-to-day work problems and challenges

Provide timely and accurate advice regarding work progress; escalates issues impacting service delivery to the role supervisor

Reporting line

The Administration Logistics Officer reports to the Operations Manager.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.
- Demonstrated experience in corporate office logistics, including inventory management, stock ordering using SAP or a comparative system and Fleet Car Management.
- Excellent communication and organizational skills.
- Sound administrative skills including knowledge of Microsoft Word and Excel or comparative programs.
- A demonstrated ability to work as part of a team and a history of service delivery to all stakeholders.
- Knowledge of workplace health and safety including manual handling practices.

Essential requirements

- 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.

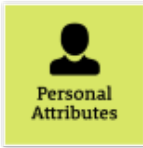
The capabilities are separated into focus capabilities and complementary capabilities





Focus capabilities

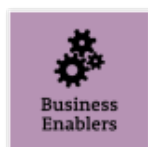
Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult	Intermediate

	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • 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
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate



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

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.

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	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	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