

Role Description

Executive Assistant



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Public Works Advisory
Role number	TBA
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	521111
PCAT Code	1119192
Date of Approval	June 2021
Agency Website	www.drnsw.nsw.gov.au or www.publicworks.nsw.gov.au

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.

Public Works Advisory (PWA) is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery and support services. There's nothing abstract about what we do. Just look around. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities. We do this by developing solutions that show creativity and grassroots ingenuity, providing impartial advice and support at all levels of government and the private sector, and partnering with experts to maximise the benefits of our knowledge and experience.

In PWA offices all over the state, you'll find local expertise for local issues. We uncover the best talent, scrutinise cost and risk, and bridge the gap between private sector and government. By managing these nuances, projects we work on don't just get done, they become benchmarks others aspire to.

Primary purpose of the role

The Executive Assistant provides administrative and management services to the Group Director Advisory and Partnerships to support the efficient and effective operation of the office and the optimal utilisation of the Group Director's time and resources.

Key accountabilities

- Provide confidential executive support to the Group 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 Advisory and Partnerships Directorate ensuring streamlined and effective outcomes.
- Manage the Group 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 business when required.
- Work closely with the Group 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 relationships between the Group Director's office and key internal and external stakeholders by providing positive and efficient client service.
- Manage travel bookings and expense acquittals for the Group Director.

Key challenges

- Coordinating confidential matters requiring the Group Director's attention particularly the handling of politically sensitive or embargoed material and coordinate responses to 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	
Group Director Advisory and Partnerships	<ul style="list-style-type: none">• Provide executive level support to the Group Director and negotiate priorities and completion of tasks and projects associated with business matters
Other Directors and Managers in the Advisory and Partnerships Directorate	<ul style="list-style-type: none">• Deliver advice and exchange information on operational matters
External	
Stakeholders and clients, at a senior level, including Ministerial Offices, Offices of the Secretary and Deputy Secretary, PWARD Directorates and other Government Agencies.	<ul style="list-style-type: none">• 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 Group Director's diary and activities to maximise the efficient use of time.
- Prepares draft correspondence, reports, agendas, minutes and presentations and quality controls incoming material.
- Screens contacts to ensure the Group Director is not distracted by inappropriate queries, referring to relevant staff as appropriate.

Reporting line

Group Director Advisory and Partnerships

Direct reports

Nil

Budget/Expenditure

In line with the departmental delegations.

Key knowledge and experience

- Experience providing executive support services to senior executives within government.
- Experience dealing with confidential and sensitive issues at the senior executive levels.
- High level organisational, administrative and co-ordination skills including the ability to plan and prioritise work with minimal supervision.
- Excellent verbal communication skills.
- Extensive experience in the use of a range of computer applications, such as Microsoft Office – MS Word, Excel, PowerPoint, Visio; SAP and TRIM records management program.
- Experience working in a fast-paced environment, juggling multiple tasks simultaneously.

Essential requirements

- Current NSW Driver Licence and willingness to drive to and work in remote locations which may include overnight stays.

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.

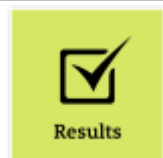
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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	<ul style="list-style-type: none"> • 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
	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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

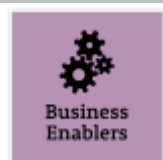
Intermediate

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



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.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	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
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	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
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 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