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| **Cluster/Agency** | Regional NSW |
| **Agency** | Department of Planning and Environment |
| **Division/Branch/Unit** | DPI / Agriculture / Southern Cropping Systems and Pastures |
| **Location** | Wagga Wagga |
| **Classification/Grade/Band** | Clerk Grade 5/6 Executive Support Officer |
| **ANZSCO Code** | 521111 |
| **PCAT Code** | 1131592 |
| **Date of Approval** | Updated (October 2022) |
| **Agency Website** | www.dpi.nsw.gov.au |

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# 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 Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

# Primary purpose of the role

The Executive Support Officer provides a comprehensive range of high-level administrative services to the Director Southern Cropping Systems and the Director Pastures to support the efficient and effective operation of the two Units and the optimal utilisation of both Directors time and resources. The role also provides executive support to the Southern Cropping Systems and Pastures Leaders and team members.

# Key accountabilities

* Provide confidential executive support to the Directors and similar support to the Southern Cropping Systems and Pastures teams including the timely preparation of correspondence, briefs and reports, presentations and other essential documentation, ensuring streamlined and effective outcomes
* Manage the Directors time commitments and diaries to prioritise and filter information requests, communicate urgent matters for attention, refer operational matters to other staff, monitor deadlines and follow-up; and renegotiate deadlines if required
* Coordinate the preparation of relevant documentation for procurement, team recruitment and projects.
* Maintain databases and other tools to generate reports for projects, workplace health and safety, employment contracts, and finance and budget matters
* Provide assistance, advice and support to the Southern Cropping Systems and Pastures teams across a variety of applications including Microsoft Office applications (Teams, Sharepoint, Outlook), CM9 Records Management System, MyHQ, PageUp Recruitment and MyOutcomes Budget and Financial reporting.
* Coordinate the maintenance of information published on Microsoft SharePoint. Workplace and the intranet.
* Source, format, and 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
* Provide secretariat support for leadership meetings, working groups and committees, including organising meeting venues and travel logistics, preparation of agendas, collating papers, taking minutes, and following up on status of priority actions
* Develop and maintain relationships between the Directors and key internal and external stakeholders by providing positive and efficient client service

# Key challenges

* Coordinating confidential matters requiring the Director’s attention particularly the handling of politically sensitive or embargoed material and initiate responses to urgent requests for information, briefings or advice
* Meeting the pressure of tight timeframes and competing deadlines in a high volume work environment in a geographically dispersed group
* Establishing and maintaining strong and effective working relationships and working proactively across the Southern Cropping Systems and Pastures teams.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director Southern Cropping Systems  Director Pastures | * Provide executive level support to the Director and negotiate priorities and completion of tasks and projects * Organise and coordinate diary and travel arrangements |
| Managers and Team Leaders | * Deliver advice and exchange information on operational matters * Prioritise workflow for requests and approvals * Coordinate input into correspondence and briefings |
| Senior DPI Executive  Office of the Director General  Minister’s Office and Ministerial Liaison Unit | * Coordinate briefing materials and correspondence * Liaise regularly with Departmental executive assistants and other staff across the Department to source and exchange information as required |
| **External** |  |
| Stakeholders and clients, at a senior level, including government agencies, working groups and committees and other stakeholder groups | * Establish and maintain working relationships and networks to address highly confidential and sensitive matters * Coordinate meetings, travel and agendas |

# Role dimensions

## Decision making

* Manages day-to-day tasks independently and works with minimal supervision, using initiative to anticipate the needs of the Directors
* Coordinates the Director’s diary and activities to maximise time and logistics
* Prepares draft correspondence, reports, agendas, minutes and presentations and quality controls incoming material
* Screens contacts to ensure the Director is not distracted by inappropriate queries, referring to relevant staff as appropriate
* Develops and leads activities which improve systems and processes

## Reporting line

Director Southern Cropping Systems and Director Pastures

## Direct reports

Nil

## Budget/Expenditure

Nil

# 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](file:///\\DNS-323\Volume_1\Clients\2014\Folk\PSC\v16_12March2014\www.psc.nsw.gov.au\capabilityframework)

## Capability 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** |
|  | **Display Resilience and Courage** | **Intermediate** |
| **Act with Integrity** | **Intermediate** |
| Manage Self | Intermediate |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Intermediate** |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
| Plan and Prioritise | Intermediate |
| Think and Solve Problems | Foundational |
| **Demonstrate Accountability** | **Intermediate** |
|  | Finance | Foundational |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Foundational |
| Project Management | Foundational |

## Focus capabilities

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.

| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**  Display Resilience and Courage | Intermediate | Be flexible and adaptable and respond quickly when situations change  Offer own opinion and raise challenging issues  Listen when ideas are challenged and respond in a reasonable way  Work through challenges  Stay calm and focused in the face of challenging situations |
| **Personal Attributes**  Act with Integrity | Intermediate | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and follow legislation, rules, policies, guidelines and codes of conduct  Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct  Recognise and report misconduct, illegal or inappropriate behaviour  Report and manage apparent conflicts of interest |
| **Relationships**  Communicate Effectively | Intermediate | Focus on key points and speak in ‘Plain English’  Clearly explain and present ideas and arguments  Listen to others when they are speaking and ask appropriate, respectful questions  Monitor own and others’ non-verbal cues and adapt where necessary  Prepare written material that is well structured and easy to follow by the intended audience  Communicate routine technical information clearly |
| **Relationships**  Commit to Customer Service | Intermediate | 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 |
| **Results**  Demonstrate Accountability | Intermediate | Take responsibility and be accountable for own actions  Understand delegations and act within authority levels  Identify and follow safe work practices, and be vigilant about their application by self and others  Be alert to risks that might impact the completion of an activity and escalate these when identified  Use financial and other resources responsibly |
| **Business Enablers**  Technology | Intermediate | Apply computer applications that enable performance of more complex tasks  Apply practical skills in the use of relevant technology  Make effective use of records, information and knowledge management functions and systems  Understand and comply with information and communications security and acceptable use policies  Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |