Role Description
Administrative Officer

Cluster	Separate Agency
Agency	NSW Education Standards Authority (NESA)
Division/Branch/Unit	School Registration and Accreditation
Location	117 Clarence Street, Sydney
Classification/Grade/Band	Clerk Grade 3/4
Role Number	B1049
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	May 2017
Agency Website	www.educationstandards.nsw.edu.au

Agency overview

The NSW Education Standards Authority (NESA) is an independent statutory authority responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood educators. NESA is responsible for developing policies and initiatives for evaluating and improving quality teaching and student learning across all schools and school sectors. NESA was formally established on 1 January 2017, in response to the need to adopt a more strategic and outward-looking focus, greater clarity of regulatory roles and responsibilities, and streamlined processes and systems.

Primary purpose of the role

The Administrative Officer provides administrative support for planning and implementing NESA regulatory programs for non-government schools, the government schooling system, providers of courses for students from overseas, teacher accreditation authorities and home schooling families in accordance with relevant legislation and government, NESA and Executive objectives and records management policies and procedures.

Key accountabilities

- Provide efficient and effective administrative support for the regulatory programs and projects within the Directorate including duties such as filing and records management, preparing routine correspondence and submissions, photocopying and maintaining records of implementing procedures
- Respond to telephone enquiries, providing information and referring enquiries as appropriate
- Coordinate meetings and briefings including distributing agendas and taking minutes
- Use the NESA range of software and databases to enter data, generate reports and certificates and draft correspondence and submissions
- Contribute to the project management of program budgets
- Maintain hard copy and electronic files in accordance with statutory requirements.

Key challenges

- Deliver high quality customer-focused support in a busy environment
- Deliver administrative outcomes relating to multiple projects within a context demanding strong accountability for records management and tight deadlines with competing priorities

Key relationships

Who	Why
Internal	
Senior Administrative Officer	• Receive direction on Directorate priorities and functions • Report on progress and escalate issues
Colleagues	• Work collaboratively to achieve Directorate outcomes in a timely manner.
External	
Key stakeholder organisations including government and non-government organisations, education sector associations, teachers, parents and students.	• Engage with teachers, schools, parents, students and other key stakeholders to administer Directorate programs and projects. • Foster effective working relationships and represent NESA professionally and ethically.

Role dimensions

Decision making

Decisions are made in accordance with NESA and/or Directorate documented policies and procedures and code of conduct.

Reporting line

The Administrative Officer reports to the Senior Administrative Officer, Registration and Accreditation

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at https://www.psc.nsw.gov.au/workforce-management/capability-framework

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**
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	**Foundational**
	Manage Self	**Intermediate**
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Foundational**
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	**Foundational**
	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 Act with Integrity	Foundational	• Behave in an honest, ethical and professional way • Build understanding of ethical behaviour • Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest
Personal Attributes Manage Self	Intermediate	• 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
Relationships Commit to Customer Service	Intermediate	• 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
Relationships Work Collaboratively	Foundational	• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep the team and supervisor informed of work tasks • Use appropriate approaches, including digital technologies, to share information and collaborate with others
Results Plan and Prioritise	Intermediate	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Technology	Foundational	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security