

# Role Description

## Administrative Officer



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Various
Location	Various
Classification/Grade/Band	Clerk 5-6
ANZSCO Code	531111
PCAT Code	1127292
NSWPF Role Number	51227730
Date of Approval	21/10/2016
Agency Website	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>

### Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

### Primary purpose of the role

The Administrative Officer provides a broad range of administrative services and leverages extensive command/business unit knowledge to support the business area's program of work and facilitate the delivery of business operations.

### Key accountabilities

- Provide a range of administrative services which may include records management, routine correspondence, mail, diaries, meeting and event coordination to support the effective operation of the command/business unit.

- Respond to and resolve complex enquiries and issues to ensure the provision of accurate information, and timely and effective resolution of issues.
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible.
- Develop, implement and monitor office systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient command/business unit operations in line with organisational standards, policies and procedures.
- Gather and collate information for, and prepare documentation and reports on command/business unit performance, as well as make recommendations to improve efficiency, cost management and service delivery.
- Process human resource and financial administrative functions which may include (leave, allowances, secondary employment, recruitment, agreements, workers compensation and income protection documents, assets and finance.

## Key challenges

- Deliver quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.
- Maintain knowledge of relevant legislation and organisational policies, procedures and administrative systems.
- Work cooperatively and proactively with internal and external customers to build effective relationships.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive guidance and provide regular updates on key projects, issues, priorities and business objectives</li> <li>• Provide advice, discuss future direction and contribute to decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> <li>• Escalate sensitive issues</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Support team and work collaboratively to contribute to delivery of business outcomes</li> <li>• Assist with supervision and mentoring of junior staff</li> <li>• Participate in meetings to represent work group perspective and share information</li> <li>• Information exchange</li> </ul>
Clients/Customer	<ul style="list-style-type: none"> <li>• Resolve issues if possible and escalate or redirect issues where necessary</li> <li>• Information exchange</li> </ul>
<b>External</b>	
Clients/Customers	<ul style="list-style-type: none"> <li>• Resolve issues if possible and escalate or redirect issues where necessary</li> <li>• Information exchange</li> </ul>

## Role dimensions

### Decision making

This role has autonomy to make decisions regarding the prioritisation of day to day administrative functions in liaison with the Team Leader or Manager. The role also contributes ideas or solutions to improve administrative service delivery.

### Reporting line

This role may report to the following roles depending on location:

- Business Manager – Clerk 11-12, or
- Finance Manager – Clerk 7-8, or
- HR Manager – Clerk 7-8, or
- HR Team Leader – Clerk 7-8, or
- Senior Sergeant

### Direct reports

- Nil

### Budget/Expenditure

- Nil

## Essential requirements



- Obtain and maintain the requisite security clearances for this position.
- Experience in general office administration and associated systems and processes.

## 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](http://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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Intermediate
	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
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Understand the team/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</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>organisational issues and how these might impact on the achievement of team/unit goals</p> <ul style="list-style-type: none"> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Understand and comply with information and communications security and acceptable use policies</li> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>

## Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	21.10.2016
V1.1	Agency Overview amended and added NSWPF role number	22.09.2017