Role Description
Executive Support Officer

NSW GOVERNMENT | Local Land Services

Cluster	Department of Regional NSW
Agency	Local Land Services
Division	Region
Location	Negotiable
Classification/Grade	Administrative and Clerical Stream LLS Grade 5
Role Family	Admin & Exec Support
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	2018 (updated May 2020)
Agency Website	www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has 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.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Services.

Primary purpose of the role

The Executive Support Officer provides a range of support and administrative services to facilitate the delivery of business operations and to support the General Manager's achievement of organisational objectives.

Key accountabilities

- Assess and prioritise requests to facilitate the optimal use of the General Manager's time
- Manage the General Manager's diary appointments, records and correspondence, coordinate travel arrangements, and schedule and support meetings to facilitate the effective management of their agenda
- Manage the Local Chair's diary appointments and correspondence, coordinate travel arrangements, and schedule and support meetings, including Board meetings, to facilitate the effective management of their agenda.
- Draft and prepare correspondence, agendas, minutes, presentations and briefing notes to support the achievement of business requirements.
- Gather, collate and provide background information for the General Manager to support informed decision making and planning.

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- Maintain and update administrative practices, systems and procedures to improve efficiency and service delivery.
- Assist with activities to prevent, prepare for, respond to and recover from emergencies.

Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion.
- Negotiating workable timeframes, given competing demands and priorities, the need to address unforeseen issues and the need to work independently.
- Maintaining an understanding of LLS personnel and activities, to deliver an effective support service.

Key relationships

Who	Why
Internal	
General Manager	• Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans • Respond to requests for information or assistance and escalate sensitive issues
Managers	• Manage the flow of information; seek clarification and provide advice and responses; respond to queries, identify needs, communicate requests and redirect, escalate or assist in the resolution of issues • Develop and maintain effective working relationships and open channels of communication
State Operations	• Develop and maintain effective working relationships and open channels of communication
Local Board members	• Develop and maintain effective working relationships and open channels of communication • Respond to requests for information or assistance
Other staff within the Region	• Seek information to complete activities
External	
Stakeholders and investors	• Manage the flow of information; seek clarification and provide advice and responses; respond to queries, identify needs

Role dimensions

Decision making

Makes day to day decisions with regard to the administrative support services and assistance provided

Reporting line

General Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential Requirements

- Must hold a current driver licence

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers	Foundational
	Work Collaboratively Collaborate with others and value their contribution	• 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	Foundational

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Capability group/sets	Capability name	Behavioural indicators	Level
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks	Foundational
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are identified • Follow government and organisational record-keeping requirements	Foundational
Business Enablers	**Procurement and Contract Management** Understand and apply procurement processes to ensure effective purchasing and contract performance	• Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements	Intermediate

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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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational