

Role Description

Administrative Support Officer



Cluster	Stronger Communities
Agency	Fire & Rescue NSW (FRNSW)
Directorate/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 3/4
Role Number	Generic
ANZSCO Code	531111
PCAT Code	Depends on structure it is in
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide administrative and support services to the Business Unit, ensuring that administrative, processing and reporting functions are carried out in accordance with established policy, procedures and deadlines.

Key accountabilities

- Provide administrative and support services to the business unit and other key staff
- As first point of contact for the work unit, respond to and provide advice and assistance to inquiries and correspondence on general matters, preparing draft correspondence and escalating as required
- Maintain the work unit's databases, electronic records management and document tracking systems including receipt, registering, updating and movement of files / correspondence
- Undertake research and analysis of data/records and present statistical and other data for inclusion in reports
- Coordinate the reporting requirements of the business unit, maintaining a schedule of reporting requirements and liaising with senior management to ensure timely delivery
- Maintain stores and special equipment as required
- Coordinate business unit activities providing administrative support in the organisation of workshops/seminars/information sessions/meetings etc. and participate in the design, preparation and distribution of related resources, arranging venues, refreshments, booking travel and facilities, coordinating attendees, preparing agendas, taking minutes and providing follow up action prior to future meetings
- Assist with Budget/financial matters including responsibility for petty cash, accounts processing, preparing purchase orders, invoice processing, budget tracking, motor vehicle returns etc.
- Contribute to the efficient and effective operation of the business unit and assist with projects as required

Key challenges

- Provide quality administrative support and services to the business unit, given competing demands, shifting priorities and workload; and as part of a team, understand the overall work priorities.
- Manage large volumes of data and documentation, ensuring the quality, accuracy, integrity and security of the input to and output from information systems
- Must use judgment to discern problems that require escalation

Key relationships

Who	Why
Internal	
Staff within Unit	<ul style="list-style-type: none">• Provide administrative support services to the work unit
FRNSW Staff	<ul style="list-style-type: none">• Liaise with required units to gather information, resolve queries and ensure a high level of service
Business Manager	<ul style="list-style-type: none">• Seek guidance, clarify procedures, exchange information and gain a clear understanding of the overall work priorities for the Unit
Other Administrative Officers in the Division	<ul style="list-style-type: none">• Exchange information and ensure consistency of work process
Other FRNSW Directorates	<ul style="list-style-type: none">• Seek expertise to inform work practice in areas such as; Finance, HR, IT, Community Safety etc.
External	
External Stakeholders & Suppliers of goods and services	<ul style="list-style-type: none">• Act as first point of contact for the work unit, make and receive enquiries, provide appropriate advice and or assistance, escalate as required

Role dimensions

Decision making

- Operates with degree of independence in relation to support and administrative duties and is often required to assess urgency/priority of requests.
- Given the confidential and often sensitive nature of the working environment and as the first point of contact for the business unit the position holder must exercise judgment in deciding what information can be released and what must be referred.

Reporting line: Manager or equivalent

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and Experience

1. Demonstrated experience in the provision of administrative and support services.

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	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	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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 	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> 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
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> 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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	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	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and solve problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 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	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational