

Role Description

Regional Business Officer



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Regional Development and Programs
Location	Various
Classification/Grade/Band	Clerk Grade 3/4
Role Family	Bespoke/Administrative & Executive Support/Support
ANZSCO Code	511112
PCAT Code	1127292
Date of Approval	April 2020 (updated August 2020; and February 2022)
Agency Website	www.drnsw.nsw.gov.au

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.

Primary purpose of the role

The Regional Business Officer coordinates and undertakes agreed project activities that contribute to the successful delivery of key projects on time, within budget, and in accordance with relevant objectives, policies and procedures. The role also provides high level administrative support to the Director and associated team.

Key accountabilities

- Provide accurate and efficient administration activities to support projects and programs that are coordinated by the office to deliver on region specific and state-wide initiatives.
- Enter and track official departmental correspondence through the departmental electronic document system, coordinate the follow up and completion of outstanding correspondence to ensure accurate and up to date records are maintained.
- Assist in the coordination of specific regional events and visits, including coordination of logistics, preparation of programs, invitations, briefing notes and other documents, and liaise with stakeholders to contribute to the delivery of professional and high quality services.
- Manage transportation, catering, logistics, volunteers and technical production requirements, contracts, run sheets, schedules and the preparation of event operations manuals to support the successful and safe staging of events and ceremonies.
- Prepare various forms of written correspondence to internal and external stakeholders ensuring accuracy and a high quality of presentation in line with Departmental guidelines.

- Assist in handling day-to-day internal and external inquiries and where appropriate direct to the relevant staff member.
- Manage work priorities and assignments effectively, ensuring deadlines are achieved and provide an excellent standard of administrative and related support services to the team.

Key challenges

- Providing a quality service and support to the team given competing demands and a high volume workload, as well as negotiating workable timeframes with staff seeking administrative and project support from the role.
- Communicating with a wide range of internal and external stakeholders given their diverse interests and engagement with the delivery of services, projects and initiatives.
- Dealing correctly with requests for information and advice, given the need to be across current issues, for the advice to be accurate and to recognise when to seek guidance from senior staff.

Key relationships

Who	Why
Internal	
Work team	<ul style="list-style-type: none"> • Support the team and work collaboratively to achieve the team's business outcomes. • Maintain effective working relationships with all members of the team to provide the most effective and efficient project and administrative support.
Deputy Director	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions.
Director	<ul style="list-style-type: none"> • Where required, provide a range of administrative support activities to ensure the effective and efficient running of the Regional Office.
Strategy and Operations	<ul style="list-style-type: none"> • Foster collaborative work practices to ensure deliverables meet quality expectations.
External	
Delivery agencies	<ul style="list-style-type: none"> • Liaise and consult with agency/department representatives to foster productive business relationships. • Develop and maintain effective working relationships and open channels of communication to liaise, consult, engage and or participate on the delivery of various programs, projects & initiatives
External suppliers	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.

Role dimensions

Decision making

The role is fully accountable for the accuracy, validity and integrity of the content of advice provided and work performed. The decision making required of the role relates to:

- Prioritising own workload within established priorities and agreed timeframes.

- Identifying issues and exercising initiative and judgement in seeking information and advice from appropriate contacts to resolve issues or determining when matters are to be referred to the direct line manager to deal with and provide advice.
- Decisions which are referred to the Director include any changes to project outcomes or timeframes, issues with the potential to escalate or create precedent, matters requiring a higher administrative or financial delegation or submission to a higher level of management.

Reporting line

This role reports to the Regional Director or Deputy Director

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Administrative and organisational skills with demonstrated capacity to manage several tasks concurrently and to meet deadlines.

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	<ul style="list-style-type: none"> 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 	Foundational
	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 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 	Intermediate

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
 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	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
	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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational