Role Description
General Administrative Support Officer

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Various
Location	Various
Classification/Grade/Band	Clerk 1-2
ANZSCO Code	531111
PCAT Code	1117292
NSWPF Role Number	51228030
Date of Approval	30/06/2016
Agency Website	www.police.nsw.gov.au

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 General Administrative Support Officer provides the delivery of efficient and effective general administration, clerical support, and receptionist services with a focus on quality services to commands/business units.

Key accountabilities

- Deliver customer orientated administrative support services to ensure the effective operation of the command/business unit.
- Updating and maintaining records and databases, complying with records management processes, across a range of electronic systems, to ensure information is accurate, stored correctly and accessible.
- Respond efficiently to routine enquiries and calls by stakeholders and customers, redirecting enquiries as necessary to the relevant areas in accordance with local practice and protocol.
- Facilitate the maintenance of administrative resources such as (photocopiers, facsimiles, electronic devices) remain functional to support the command/business unit.
- Process correspondence for the command/business unit to support the necessary response within required timeframes.
- Coordinate administrative functions to support command/business unit such as purchasing and reconciliation, mail, scheduling of meetings, correspondence, auditing and accountable books to ensure efficient scheduling of business requirements.

Key challenges

- Ability to apply legislative criteria and policy to requests for information.
- Handle a range of matters on a daily basis and follow up outstanding issues in a timely and efficient manner within a high volume work environment in accordance with legislation and policy.
- Ability to adapt to changing environments and deployment across a range of portfolio to meet command/business units needs.

Key relationships

Who	Why
Internal	
Manager/Supervisor	• Escalate issues, keep informed, make recommendations, advise and receive instructions. • Provide and receive continuous feedback
Work Team	• Share information to promote consistent application of legislative requirements, policies and procedures across the command/business unit • Support team members and work collaboratively to contribute to achieving business outcomes
Clients/Customers	• Respond to enquiries where possible, or redirect
External	
Clients/Customers	• Respond to enquiries where possible, or redirect

Role dimensions

Decision making

This role has autonomy to make decisions around time management and the priority of tasks within required timeframes and some discretion in approaching various tasks to be performed, but under regular supervision assisted by shift supervisors.

The role will also be required to make decisions regarding determination of the relevance, and escalation or allocation of inquiries received by way of phone, email or in person.

Reporting line

- Local Area Manager - Clerk 9-10

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements

- Obtain and maintain the requisite security clearances for this position.

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

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	Foundational
	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	Foundational
	Think and Solve Problems	**Foundational**
	Demonstrate Accountability	Foundational

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
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 Display Resilience and Courage	Foundational	• Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Foundational	• Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Technology	Foundational	• Display familiary and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	30.06.2016
V1.1	Agency Overview Amended	16.05.2017
V1.2	Added NSWPF role number	18.12.2017