Role Description
Administrative Officer

[Generic Role Description: Business Administration 5/6]

Role description essentials

Cluster/Agency	Family and Community Services (FACS)
Division/Branch/Unit	Various
Location	TBC
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	TBC
ANZSCO Code	531111
Role Number	TBC
PCAT Code	Varies depending on team and client
Date of Approval	TBC
Agency Website	www.facs.nsw.gov.au

This role description applies to multiple roles across FACS. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

Provide high-level, effective administrative and office services support to facilitate the achievement of the business unit's objectives.

Key accountabilities

- Coordinate and allocate resources to deliver high-level administrative and office services, exercising discretion, initiative and confidentiality to support the achievement of the business area objectives.

- Provide information and advice to business unit leaders and other staff on office management and administration matters to facilitate smooth operation of the team/business unit.

- Use relevant technology to prepare documentation and presentation material to support business unit managers and directors.

- Develop, implement, monitor and review effective administrative systems and processes and make recommendations to improve efficiency and better support the business unit in delivering services.

- Ensure all relevant business data/information is recorded, maintained and secured in order to contribute to timely responses to urgent requests for information, briefings or advice.

- Write, compile and distribute business correspondence reports and other documents in order to manage the flow of business information.

- Establish and maintain effective working relationships with a range of internal and external stakeholders to arrange meetings and manage the flow of business information and activities.

- Lead a team of administrative staff where applicable, to ensure efficient functioning of the team, and effective administrative services are delivered to support the business unit/team.

Key challenges

- Balancing requests for information, multiple work tasks and competing deadlines in an environment with fluctuating demands.

- Liaising appropriately with a range of internal and external stakeholders with an understanding of their interests and relationship with relevant projects or programs.

Key relationships

Internal relationships

Who you'll work with	Why
Line Manager	- Report directly to Line manager - Seek direction, advice and support - Provide information and feedback.
Team members	- Provide information and advice - Provide an effective and valuable two way liaison
Other FACS divisions	- Liaise to ensure the provision of timely and accurate advice when requested - Develop and maintain effective working relationships - Negotiate/agree on timeframes

External relationships

Who you'll work with	Why
Clients/Customers	- Respond to queries where possible, or redirect relevant party for view and resolution - Contribute to client-focused approach to service provision

Role dimensions

Decision making

The role:

- Works with some supervision to set priorities of own workload in alignment with management.

- With some management guidance develops a suitable approach in managing workload and provision of advice and input team planning and projects.

- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.

- Ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the FACS Delegations for specific financial and/or administrative delegations for this role.

Reporting line

See divisional structure and supplementary material.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at http://www.psc.nsw.gov.au/sector-support/capability-framework.

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	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Foundational

Capability Group	Capability Name	Level
Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	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

Personal Attributes

Capability Name	Level	Behavioural Indicators
Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest

Relationships

Capability Name	Level	Behavioural Indicators
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
Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work

Results

Capability Name	Level	Behavioural Indicators
Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit

Business Enablers

Capability Name	Level	Behavioural Indicators
Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies