

Role Description

Assessment Officer, Funds & Levies



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Mining, Exploration, Geoscience / Resource Operations / Regulation & Advice
Role number	36034
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	531111
PCAT Code	1227292
Date of Approval	16 December 2019 (updated April 2020)
Agency Website	www.nsw.gov.au/regional-nsw

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.

The Division of Mining, Exploration and Geoscience sets strategic policy for the state's mineral and energy resources, gathers, analyses and disseminates geoscientific information, and assesses and determines applications for mineral and petroleum titles for exploration activities and extractive uses.

Primary purpose of the role

Provide a range of business, administrative and transaction services to support the unit's program of work and facilitate the delivery of business operations which includes the collection of revenue and administration of security deposits.

Key accountabilities

- Provide a range of administrative services to support revenue collections, fund administration, procurement, records management, security deposit administration, and monthly reporting
- Undertake the processing and administrative documents for invoicing and security deposit administration.
- Liaise with internal units as necessary to ensure that payments and titles records are regularly updated in the financial and title management systems, and that all associated actions are processed in a timely manner.
- Improve accuracy of financial system (SAP) against the Division's internal records through monthly reconciliation.

- Address complex customer enquiries regarding fees, rents, levies and security deposit requirements.
- Coordinate the claim and forfeiture of securities with unfulfilled obligations.

Key challenges

- Managing complex processes and systems within a high-volume environment, providing high quality, accurate and consistent outputs.
- Maintaining current knowledge of departmental policy and corporate governance; and maintaining excellent networks and collaborative relationships.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Seek guidance and direction to support the Division's financial reporting responsibilities • Escalate issues, make suggestions and provide updates
Team	<ul style="list-style-type: none"> • Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes
Other Branch managers and staff	<ul style="list-style-type: none"> • Liaises to enable timely response to client enquiries, share information, provide and receive advice on procedural matters and undertake projects
Corporate services providers	<ul style="list-style-type: none"> • Liaise to exchange information and resolve issues regarding financial and regulatory matters
External	
Customers	<ul style="list-style-type: none"> • Monitor, address and/or escalate requests • Manage the flow of information, seek clarification and provide advice and responses

Role dimensions

Decision making

Sets own work priorities within work and project frameworks and seeks guidance on issues from the Manager. Liaises with other staff to seek information and provide guidance with regard invoicing and security deposit issues.

Reporting line

The role reports to the Manager, Funds & Levies

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Accounting qualification or relevant working experience.

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
<div> Personal Attributes</div>	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• 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
<div> Relationships</div>	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• 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
<div> Results</div>	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
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none">• Be proactive in taking responsibility and being accountable for own actions• Understand delegations and act within authority levels• Identify and follow safe work practices, and be vigilant about own and others' application of these practices• Be aware of risks and act on or escalate risks, as appropriate• Use financial and other resources responsibly	Intermediate

FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Finance		
	Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the relevant relationships • Make decisions and prepare business cases, paying due regard to financial considerations 	Adept

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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	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	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	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
Occupation specific capability set			
 Finance	Financial Strategy, Governance and Risk Management	Establish effective and appropriate governance, assess the organisation's strategic financial position, and ensure effective investment and financing decisions	Level 2
	Financial Accounting and Statutory Reporting	Apply and comply with accounting standards, legislation and specific organisational policies, standards and protocols, and implement effective statutory and other external reporting requirements	Level 1