

Role Description

Administration Officer, OED

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Teaching, Learning and Student Wellbeing / Teaching Quality and Impact /Office of the Executive Director
Role number	198765
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	551111
PCAT Code	1223332
Date of Approval	24 January 2024
Agency Website	https://www.education.nsw.gov.au/

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable, and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

For more information about the Department of Education, please visit [NSW Department of Education](https://www.education.nsw.gov.au/).

Primary purpose of the role

The role provides a range of executive secretarial, administrative, and correspondence support services that facilitate professional support to both internal and external stakeholders, in the delivery of business operations for the Office of the Executive Director (OED), Teaching Quality and Impact (TQI) to agreed standards.

Key accountabilities

- Establish and maintain the flow and tracking of correspondence requests to facilitate accurate, timely and effective management of the OED, TQI.
- Liaise with internal staff and external stakeholders to ascertain the status and progress of outstanding matters, escalating any complex and/or contentious enquiries and issues, to ensure the timely and effective resolution of issues.
- Coordinate and manage record and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible.

- Draft and prepare correspondence, agendas, minutes, presentations, and briefing notes to ensure that all information is accurate, stored correctly, accessible and enhances quality service delivery.
- Gather, collate, and provide information for, and prepare documentation and reports, to facilitate accurate, timely and effective records and correspondence.
- Build excellent customer relationships and work collaboratively with team members and other teams across the division to increase efficiencies and implement systemic procedures.
- Effectively apply new and/or updated technology applications, systems, procedures, and organisational methods to deliver efficient and effective service in accordance with the department policy and division business practices and protocols.

Key challenges

- Delivering quality administrative services to agreed timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.
- Balancing a range of competing and conflicting work priorities and/or workflows and maintaining a
- Professional approach to customer service.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none">• Participate in meetings and discussions• Receive guidance and provide regular updates• Escalate issues, propose solutions and provide updates
Team/Unit	<ul style="list-style-type: none">• Work collaboratively to contribute to achieving the team's/unit's business outcomes• Participate in meetings and discussions• Raise issues, propose solutions and provide updates• Supports, encourages, and mentors team members and colleagues to achieve team goals.• Contribute to the development of an organisational culture which encourages and supports innovation, Customer responsiveness, flexibility, and empowerment of staff, to enable the department to meet its current and future strategic objectives
Stakeholders	<ul style="list-style-type: none">• Monitor, address and/or escalate requests• Manage the flow of information, seek clarification and provide advice and responses• Provide professional support by managing stakeholder relationships and deliver business operations to agreed standards

External

Who	Why
Stakeholders	<ul style="list-style-type: none">• Monitor, address and/or escalate requests• Manage the flow of information, seek clarification and provide advice and responses• Provide professional support by managing stakeholder relationships and deliver business operations to agreed standards

Role dimensions

Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines. In matters that are sensitive or complex the role consults with the supervisor or manager as required

Reporting line

The role reports to: Professional Support Officer - 198562

Direct reports

NIL

Budget/Expenditure

NIL

Key knowledge and experience

- Proven work experience as an Administrative Officer, Administrator, or similar role
- Experience with office management software like MS Office (MS Excel, MS Word, MS PowerPoint)
- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy (nsw.gov.au) and upholding the Department's Partnership Agreement between the NSW Aboriginal Education Consultative Group Inc and the NSW Department of Education 2020-2030 and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Hold a valid Working with Children (WWCC) for paid employment.
- Demonstrated understanding of and commitment to the values of public education.

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.

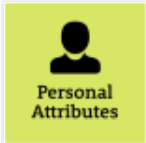
The capabilities are separated into focus capabilities and complementary capabilities

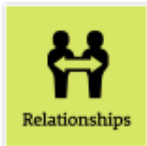
Focus capabilities

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate and maintain a high level of personal motivation	Adept

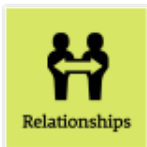


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Speak at the right pace and volume for diverse audiences
- Allow others time to speak
- Listen and ask questions to check understanding
- Explain things clearly using inclusive language
- Be aware of own body language and facial expressions
- Write in a way that is logical and easy to follow
- Use various communication channels to obtain and share information

Foundational



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept

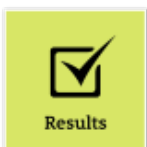


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- 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



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- 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



Project Management

Understand and apply effective planning, coordination and control methods






- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans





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.

Capability group/sets	Capability name	Description	Level
	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	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

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	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