Role Description
General Administration Officer

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Various
Location	Various
Classification/Grade/Band	Clerk 5-6
ANZSCO Code	531111
PCAT Code	1127292
NSWPF Role Number	51228028
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 Officer provides the delivery of efficient and effective general administrative services including financial and human resource functions to support staff within the command/business unit.

Key accountabilities

- Provide a range of business administrative and support functions using a range of electronic systems including records management budget, workers compensation and auditing functions to meet command/business requirements and ensures information is accurate, stored correctly and accessible.

- Process and monitor financial transactions, such as the reconciliation of revenue, expenditure and recoups to ensure efficient business financial practices in line with organisational and government accounting and purchasing procedures.
- Process employee's industrial award entitlements and agreements in line with policy, industrial award entitlements, policy and procedures.
- Support senior management in providing reports and analysis on human resource and finance.
- Undertake general administrative activities to contribute to the delivery of quality corporate services support to the Command.

Key challenges

- Exercising sound judgment and initiative to ensure that competing work priorities are met within agreed time frames.
- Ensuring a professional customer service approach is achieved, including communicating with internal and external stakeholders.
- Maintaining a sound knowledge of relevant legislation and policy, and ensuring all activities are undertaken in accordance with these and within quality assurance frameworks.

Key relationships

Who	Why
Internal	
Commander/Manager/Senior Management	• Escalate issues, keep informed, provide advice 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	• Monitor, address and/or escalate requests and provide services • Manage the flow of information, seek clarification and provide advice • Information exchange and advice to inform decision making
External	
Clients/Customers	• Information exchange and advice • Resolve issues where possible and escalate where necessary

Role dimensions

Decision making

The role has autonomy to make decisions around time management and the priority of tasks within required timeframes. The role has some discretion regarding the processing of tasks in line with established work practices, procedures and protocols and in liaison with their manager.

Reporting line

- Local Area Manager - Clerk Grade 9/10

Direct reports

- Nil

Budget/Expenditure

Delegated authority for expenditure of up to $5,000, in accordance with Section 12 of the *Public Finance and Audit Act 1983* Schedule 1 General Financial Delegations, and in compliance with the requirements of the *Public Finance and Audit Act 1983,* the *Public Sector Management (Goods and Services) Regulation 2000*, and any other applicable Act or Regulation and relevant Instructions.

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	**Adept**
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	**Finance**	**Adept**
	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		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results 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 Finance	Adept	• Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures • Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Understand and apply financial audit, reporting and compliance obligations • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations
Business Enablers 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

Version Control		
Version	**Summary of Changes**	**Date**
V1.0	Position Description translated into Role Description template	30.06.2016
V1.1	Agency Overview amended and added NSWPF role number	22.09.2017