

Role Description

Executive Assistant

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Improvement & Education Reform/ Training Services NSW / Executive Support Unit
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 5/6
Role Number	215107
ANZSCO Code	521111
PCAT Code	1331572
Date of Approval	July 2021
Agency Website	www.det.nsw.edu.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Training Services NSW (TSNSW) leads and manages the implementation of funded vocational education and training programs and services across the NSW training market including contracting and funding providers, quality assurance, leading reforms and administering apprenticeships and traineeships and Aboriginal programs.

The Branch also has a major role in industry and community relations and in supporting the business operations and systems, including forecasting, budget management, accounting and reporting activities for the large VET budget.

The Branch has frontline staff in 9 Regional Centres who manage relationships with providers and employers and implement and administer funded vocational education and training programs and services across the State.

Primary purpose of the role

Provide high level confidential executive, administrative and project management support to the Executive Director TSNSW.

Provide professional customer service to internal and external stakeholders and respond to enquiries and resolve issues in a prompt and professional way, where possible, and exercise sound judgement in deciding which matters require the Executive Director's attention and which matters can be delegated to other senior officers.

Key accountabilities

- Provide high level support through the timely, efficient and effective performance of all executive and administrative duties to support the Executive Director and other senior officers.
- Manage diaries, arrange appointments and respond to invitations, respond directly to requests from internal and external stakeholders, where possible and appropriate, or redirect enquiries to ensure the effective operation of the office of the Executive Director.
- Manage the flow and tracking of briefings, correspondence and records management systems, and provide high quality keyboard services to ensure effective utilisation of the Executive Director's time.
- Prepare and distribute minutes and agendas for relevant meetings and coordinate follow up action items to support the efficient conduct of meetings.
- Undertake research to support the work of the Executive Director and other senior staff.
- Prepare correspondence, reports, spreadsheets and PowerPoint presentations to support the work of the Executive Director and other senior staff.
- Manage the arrangement of meetings and functions, attended or hosted by the Executive Director, to ensure the Executive Director is well prepared and supported to enable the occupant of the role to represent the Department in a highly professional manner

Key challenges

- Ensuring that competing work priorities are met within agreed and often demanding timeframes.
- Managing confidential information and responding with discretion to enquiries from a broad range of senior internal and external stakeholders many of whom wish to raise complex and sensitive matters with the Executive Director.
- Responding positively to changes in a complex operating environment.

Key relationships

Who	Why
Internal	
Senior Branch staff, senior managers across NSW Department of Industry, staff in the Secretary's and Deputy Secretary's Offices and staff in the Minister's Office	<ul style="list-style-type: none">• Shares information, provides and seeks assistance and provides a link between the Executive Director and other staff in the Branch, Division and other areas of the Department.• Supports other team members to achieve Branch goals.• Receives guidance in managing complex and /or sensitive matters and receives performance feedback• Works collaboratively on cross Branch projects.
External	
External Stakeholders	<ul style="list-style-type: none">• Provides a coordinating link between stakeholders and the Executive Director and other senior staff through the provision of efficient and effective administrative, secretarial and project support services.• Provides a high standard of service when dealing with customers outside the Division.

Role dimensions

Decision making

The role makes decisions and acts independently in relation to executive and clerical duties provided the decisions are in accordance with legislation and Departmental policy and accord with the plans and priorities of the Branch. In this context the role:

- establishes daily work routines in relation to the core functions of the role
- completes tasks in consultation with other staff, as appropriate, and in accordance with the priorities determined by the Executive Director
- exercises initiative and independent judgment in responding to general external and internal enquiries and /or referring complex or contentious issues to the Executive Director or other senior staff
- consults with the Executive Director where clarification of priorities is required or sensitive or contentious issues arise
- makes recommendations to the Executive Director regarding the improvement of executive support functions.

Reporting line

Executive Officer

Direct reports

Nil

Budget/Expenditure

Nil

KEY KNOWLEDGE AND EXPERIENCE

Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.





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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 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	Intermediate

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	Intermediate	<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 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
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> 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,

Group and Capability	Level	Behavioural Indicators
		respectful questions <ul style="list-style-type: none"> • 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
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • 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 Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans