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| --- | --- |
| **Cluster** | Planning, Industry and Environment |
| **Agency** | Environment, Energy and Science |
| **Division/Branch/Unit** | National Parks and Wildlife Service |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk 3/4 |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1127292 |
| **Date of Approval** | September 2017 |

Agency overview

The Planning, Industry and Environment Cluster brings together the functions from the former Planning & Environment and Industry Clusters.

The new Cluster will drive for greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. In particular, there will be a redoubling of emphasis on regional NSW.

Primary purpose of the role

The Administrative Support Officer provides quality customer service and administrative support services and supervision to enable the timely and efficient delivery of business initiatives to agreed standards.

# Key accountabilities

* Provide a range of administrative support services such as records management, diary management, financial administration, routine correspondence, meeting and event coordination, HR administration, reporting support to deliver quality services and support the achievement of business objectives.
* Provide customer service including responding to enquiries, providing visitor experience information and handling routine customer requests.
* Provide meeting and event support including assisting and coordinating meetings, preparing and distributing agendas, papers, presentation material, transport, accommodation, catering and minute taking.
* Collect and compile information, prepare documentation and correspondence in line with quality and organisational requirements to support information flow and inform decision making in line with timeframes.
* Maintain and update office systems, databases, procedures and methods in line with standards, policies and procedures to improve the smooth operation of the unit.
* Complete routine financial transactions and purchasing services, ensuring compliance with standards and procedures.
* Update and maintain records and databases, complying with administrative systems and processes to ensure that all information is accurate, stored correctly and accessible.
* Support incident management activities such as fires and search and rescues

Key challenges

* Managing competing demands and maintaining attention to detail to ensure administrative support is provided in a timely and efficient manner
* Maintaining up-to-date knowledge of the agency structure, functions, systems and processes, to enable efficient functioning of the unit
* Solving problems with a high level of discretion, diplomacy and judgement, given that issues are often sensitive

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise and receive instructions |
| Work team/other staff | * Participate in meetings to provide input on work issues and share information * Support team and work collaboratively to contribute to achieving the team’s business outcomes |
| Clients/customers | * Address queries and/or redirect to relevant party for review and resolution |
| **External** |  |
| Customers/stakeholders | * Address queries and/or redirect to relevant party for review and resolution * Contribute to a client-focused approach to service provision * Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives to agreed quality standards within an environment of competing demands. |

# Role dimensions

## Decision making

The Administrative Support Officer operates with some autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor on work priorities, complex issues and all matters requiring a higher authority to determine and resolve.

## Reporting line

Various

## Direct reports

Varies across Branches/Areas

## Budget/Expenditure

Nil

Essential requirements

Experience in administration including experience in the use of computer based systems such as word processing, spreadsheet and records management systems.

Knowledge of financial and human resource management procedures, policies and practices, and contract administration.

# 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](http://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** |
|  | Display Resilience and Courage | Foundational |
| Act with Integrity | Foundational |
| **Manage Self** | **Intermediate** |
| Value Diversity | Foundational |
|  | Communicate Effectively | Foundational |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Foundational |
|  | **Deliver Results** | **Intermediate** |
| **Plan and Prioritise** | **Intermediate** |
| Think and Solve Problems | Foundational |
| Demonstrate Accountability | Foundational |
|  | **Finance** | **Intermediate** |
| Technology | Intermediate |
| **Procurement and Contract Management** | **Foundational** |
| Project Management | Foundational |
|  | **Manage and Develop People** | **Foundational** |
| Inspire Direction and Purpose | Foundational |
| Optimise Business Outcomes | Foundational |
| Manage Reform and Change | 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**  Manage Self | Intermediate | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth and develop and apply new skills  Seek feedback from colleagues and stakeholders  Maintain own motivation when tasks become difficult |
| **Relationships**  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 |
| **Results**  Deliver Results | Intermediate | Complete work tasks to agreed budgets, timeframes and standards  Take the initiative to progress and deliver own and team/unit work  Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals  Seek and apply specialist advice when required |
| **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 |
| **Business Enablers**  Finance | Intermediate | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Take account of financial and budget implications, including value for money in planning decisions  Present basic financial information to a target audience in an appropriate format  Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them  Display an awareness of financial risk and exposure and solutions to address these |
| **Business Enablers**  Procurement and Contract Management | Foundational | Comply with basic ordering, receipting and payment processes  Apply basic checking and quality control processes to activities which support procurement and contract management |
| **People Management**  Manage and Develop People | Foundational | Clarify work required, expected behaviours and outputs  Contribute to developing team capability and recognise potential in people  Give support and regular constructive feedback that is linked to development needs  Identify appropriate learning opportunities for team members  Recognise performance issues that need to be addressed and seek appropriate advice |