

# Role Description

## Executive Support Officer



Customer  
Service

Cluster	Customer Service
Agency	Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	521211
PCAT Code	1221571
Date of Approval	July 2019

### Primary purpose of the role

Provides a range of executive support and administrative services to facilitate the delivery of business operations and to support the Senior Executive/s achievement of organisational objectives.

### Key accountabilities

- Assess and prioritise requests to facilitate the optimal use of team's time
- Assist with the management of the Senior Executive/s diary appointments, records and correspondence, travel arrangements, and scheduling and supporting meetings to facilitate the effective management of their agenda
- Draft and prepare correspondence, agendas, minutes, presentations and briefing notes to support the achievement of business requirements
- Assist with the management of financial payments and reporting and currency of Human Resource management systems (people and structures) to ensure the Management team has up to date, reliable and complete information
- Assist the broader team in planning, collation of materials and tracking assets to organisational standards within expected timeframes
- Gather, collate and provide background information and information for reports for the executive, to expected standards and within required timeframes, to support informed decision making and planning
- Maintain and update administrative practices, systems and procedures to improve efficiency and service delivery outcomes

### Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion
- Managing awareness of changing customer/stakeholder issues and needs while processing allocated work and meeting required timelines

## Key relationships

Who	Why
<b>Internal</b>	
Executive	<ul style="list-style-type: none"><li>• Respond to requests for information or assistance and escalate sensitive issues</li><li>• Assist with the efficient and effective conduct of the Executive's office and business operations</li></ul>
Manager	<ul style="list-style-type: none"><li>• Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans</li><li>• Provide support to achieve business outcomes</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Support team members and work collaboratively to contribute to achieving the business outcomes</li></ul>
Customers/Stakeholders	<ul style="list-style-type: none"><li>• Provide a customer centred approach to service delivery</li><li>• Manage the flow of information; seek clarification and provide customer focus advice and responses; respond to queries, identify needs, communicate services and redirect, escalate or resolve issues</li><li>• Develop and maintain effective working relationships and open channels of communication</li></ul>
<b>External</b>	
Customers/Stakeholders	<ul style="list-style-type: none"><li>• Manage the flow of information, seek clarification and provide advice and responses; respond to and coordinate urgent requests for information</li></ul>
Senior Officers of External Agencies, Key Organisation Representatives	<ul style="list-style-type: none"><li>• Provide a welcoming and hospitable reception to all visitors; respond to requests for information or assistance</li></ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Various

### Direct reports

This role has no direct reports

### Budget/Expenditure

As per the Customer Service Delegations

## Essential requirements

Nil

## Capabilities for the role


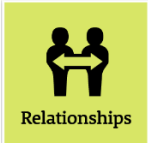
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Adapt existing skills to new situations</li><li>• Show commitment to achieving work goals</li><li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li><li>• Seek feedback from colleagues and stakeholders</li><li>• Stay motivated when tasks become difficult</li></ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>• Focus on providing a positive customer experience</li><li>• Support a customer-focused culture in the organisation</li><li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li><li>• Identify and respond quickly to customer needs</li></ul>	

		<ul style="list-style-type: none"> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>	
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	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.

## 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
	Value Diversity	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	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	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
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational