Role Description
Branch Support Officer

Cluster	Regional NSW
Agency	Department of Regional New South Wales
Division/Branch/Unit	Department of Primary Industries / Infrastructure, Investment & Business Development / Business Development
Location	Orange
Classification/Grade/Band	Clerk Grade 5/6
Job Family	Bespoke / Administrative & Executive Support / Support
ANZSCO Code	521111
PCAT Code	1119192
Date of Approval	September 2021
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

NSW Primary Industries, as Department of Primary Industries (DPI), supports the development of profitable primary industries that create a more prosperous NSW and contribute to a better environment through sustainable use of natural resources.

DPI Infrastructure, Investment & Business Development Branch works across the breadth of DPI and is focused on maximising the utilisation and productivity of the Department's infrastructure portfolio. Through strong partnerships (internal and external) we also identify commercialisation pathways and help shape DPI's future investments. Our programs focus transforming our connections with customers through data and excellence in customer service and delivery of assistance programs.

Primary purpose of the role

Provides a range of administrative, executive and records management services to support the operation of the Branch, maintaining document and administrative systems.

Key accountabilities

- Undertake a range of administrative tasks including records management, procuring goods and services, prioritising mail, and reconciliation of accounts to support the operation of the branch.
- Prepare and collate documents including briefs, letters, minutes, indexes, spreadsheets and reports within required timeframes.

- Provide quality and efficient executive support services, prioritising requests and initiating action, exercising discretion and maintaining confidentiality to enable the most effective use of time and resources.
- Support business development initiatives, projects and programs across the Branch when required.
- Undertake a range of special projects including research, data collection and collating of information to assist the Director and management team.
- Work closely with the Director in prioritising and filtering information requests, drawing attention to urgent matters which require immediate attention and referring operational matters to other staff as appropriate to enable the most effective use of time available.
- Source, format, collate all necessary documentation including undertaking research on issues in preparation for meetings, conferences and forums to ensure relevant information is at hand and in an easily accessible format.
- Develop and maintain relationships between the Branch and key internal and external stakeholders by providing positive and efficient client service.

Key challenges

- Providing high quality customer service on a consistent basis in a high-volume work environment where there are competing priorities and tight timeframes.
- Managing and prioritising issues to more effectively utilise the Directors time and resources of the Branch; and dealing with enquiries with tact and discretion.
- Applying research skills to collate appropriate data/information to solve problems and offer solutions.

Key relationships

Who	Why
Internal	
Director	- Seeks advice, guidance, exchange information and direction. - Provide advice on administrative and related operational issues. - Contribute to the Director's team.
Branch staff	- Provide advice, support and direction. - Share and exchange information. - Keep abreast of issues, new policies and guidelines.
Staff in broader DPI	- Provide advice and exchange information. - Share knowledge, develop networks, negotiate issues and promote innovation.
Executive Assistant and Branch Support Officers	Provide advice, support, share information and ideas.
External	
Other Government Agencies	Source share and provide information.
Stakeholders, suppliers and members of the public	Provide information and co-ordinate responses to enquiries.
External commercial businesses	Share and provide advice and information.
Minister's Office and Ministerial Liaison Unit	To coordinate briefing materials and correspondence
Stakeholders and clients, at a senior level, including Ministerial Offices, Office of the Secretary, Government Agencies	Establish and maintain working relationships and networks to address highly confidential and sensitive matters

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Role dimensions

Decision making

- Manages day-to-day tasks of the position independently
- Coordinates the Director's diary and activities to reduce travel
- Prepares draft correspondence, reports, agendas, minutes and presentations and quality controls incoming material
- Screens contacts to ensure the Director is not distracted by inappropriate queries, referring to relevant staff as appropriate

Reporting line

Director

Direct reports

Nil

Budget/Expenditure

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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	Act with Integrity	• Represent the organisation in an honest, ethical and professional way	Intermediate

	Be ethical and professional, and uphold and promote the public sector values	• Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	**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	Intermediate

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- 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

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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	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
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
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