

Role Description

Business Support Officer



Treasury

Cluster	NSW Treasury
Location	Sydney
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	53111
PCAT Code	TBC
Date of Approval	December 2019
Agency website	www.treasury.nsw.gov.au

Agency overview

NSW Treasury leads the economic, jobs and investment conversation across New South Wales (NSW). From its position at the centre of government, Treasury drives the economic development strategy to guide the State's growth for the benefit of the people who live, work and study in NSW. Its work includes boosting trade, investment and tourism, developing industry, supporting jobs growth, improving service delivery to the community and increasing living standards, now and into the future.

Information about the structure and functions of the NSW Treasury can be sourced on our website: <https://www.treasury.nsw.gov.au> (Refer to "About Treasury" and "Our Treasury Team").

About Communications

The Communications team works across Treasury to promote awareness, interest, understanding and engagement amongst staff for corporate and business news.

The team develop clear, consistent and regular messages about Treasury's vision and values, major projects and plans which give staff a line of sight between their role and the direction of the organisation.

Primary purpose of the role

The role of a Business Support Officer is to provide administrative and support services to Treasury senior managers and divisional staff to facilitate effective utilisation of time and resources and enhance their capacity to achieve key objectives.

Key accountabilities

- Manage the Executive Director / Director's diary appointments to facilitate the effective use of their time
- Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, travel bookings, to support the effective operation of the team



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- Coordinate the onboarding and offboarding processes for team members on behalf of the Executive Director / Director
- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures. This includes preparing purchase orders and expense and CabCharge reconciliations.
- Respond to enquiries (phone, email and mail), and escalate and redirect issues as required, to ensure the provision of accurate information
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans
Divisional Staff	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues • Keep informed, advise and assist with administration tasks as required
Internal Stakeholders	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
External Stakeholders	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Decision making

This role:

- Recognises when to make decisions and ask relevant questions
- Exercise judgement on matters that can be resolved without referring to the Executive Director or requiring urgent attention.

Reporting line

This role reports to the Executive Director / Director of the division.

Essential Requirements

- Experience in a broad range of secretarial, administrative and clerical functions.
- Excellent interpersonal and oral communication skills.
- Well-developed time management, planning and organisational skills to ensure tasks are completed within deadlines.
- Extensive computer skills including experience with Microsoft Office software including Word, Excel and PowerPoint for professionally preparing documents.
- Ability to develop skills in key software systems and provide basic instruction on use of systems by new staff.
- Initiative, self-reliance, and the ability to work independently, without close supervision.
- The ability and flexibility to work in a team environment, providing backup and support to staff in times of peak demand or staff absence.
- Understanding of records management principles and experience in maintaining manual and computerised records management systems.





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	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	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 Manage Self	Intermediate	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • 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