

Role Description

Administrative Support Officer, Projects

Agency	NSW Department of Education
Division/Branch/Unit	SINSW
Location	George St, Sydney
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Temporary
Role Number	IP056,IP065, IP074,ID31,ID51,SP63
ANZSCO Code	511112
PCAT Code	1127292
Date of Approval	November 2019
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.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.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Provide administrative and support services to support the development and delivery of projects and initiatives, in line with established objectives.

Key accountabilities

- Provide a range of administrative and support services, including project records management, routine correspondence, meeting and event coordination, to support the effective delivery of projects.
- 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, procurement and purchasing transactions to ensure compliance with agency standards and procedures.
- Respond to enquiries, 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.

- Contribute to the internal, external, stakeholder and legislative reporting requirements of the business unit in a timely manner.

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.
- Liaising with multiple stakeholders, with varied priorities and needs, across projects at various stages of completion.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions.
Project team	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues. • Support team members and work collaboratively to contribute to achieving team outcomes.
External	
Service providers, project managers/specialists, and community based organisations	<ul style="list-style-type: none"> • Develop and maintain effective working relationships to ensure the administrative project requirements (invoicing, procurement of goods and services etc.) are met.

Role dimensions

Decision making

Works with limited supervision and guidance to achieve overall work commitments developed in agreement with the supervisor or manager.

Acts independently to determine day to day work priorities, negotiate matters related to area of responsibility, and makes decisions in relation to the quality of work performed and to achieve work outcomes.

Reporting line

Refer to the relevant business unit organisational chart.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





- Undergraduate or postgraduate degree qualification in a relevant field completed within the last two years.

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	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	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 Display Resilience and Courage	Foundational	<ul style="list-style-type: none"> • Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
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
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • 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
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Finance	Foundational	<ul style="list-style-type: none"> • Understand that government services budgets are limited and must only be used for intended purposes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions• Be aware of financial delegation principles and processes• Understand compliance obligations related to using resources and recording financial transactions