

Role Description

Executive Officer - Secretariat



Customer
Service

Cluster	Customer Service
Department / Agency	Department of Customer Service
Division / Branch / Unit	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	599999
PCAT Code	1227183
Date of Approval	September 2019

Primary purpose of the role

Coordinates the provision of confidential, best practice secretariat support services to the Board and/or Independent Committees. The position holder also contributes to a range of policies and projects and provides the executive team with professional advice, coordination and support in the preparation of reporting, documents and processes that underpin good governance and formal decision making, such as briefing notes and stakeholder correspondence.

Key accountabilities

- Research, analyse and review complex policy issues, identifying emerging issues, developing evidence-based options, and recommended solutions to resolve problems and mitigate risks
- Build and maintain relationships with key stakeholders, facilitating their engagement in, and contribution to, the identification and development of policy solutions and to inform policy decision-making
- Lead the planning, governance and administration processes directly related to the Board and/or Independent Committees, including the scheduling of Board and Committee meetings, coordination of agenda-setting and meeting papers, coordination of organised, efficient best practice meetings and Chair support
- Contribute to governance projects to support strategic alignment for a high-performing agency
- Coordinate all aspects relating to the establishment and/or membership arrangements of the Board and Independent Member Committees, including administration and induction processes
- Attend Board and allocated Independent Member Committee meetings, and oversee the preparation of accurate and comprehensive written minutes, review and follow up action items and facilitate timely delivery of resolution
- Ensure robust registers (Members' pecuniary interests / governance activities) are established and properly maintained and report as required to the Board, Independent Member Committees and Executive
- Prepare correspondence, written reports, publications, and briefs, that are informative and aligned with agency requirements, to respond to Agency and/or Government requests

Key challenges

- Supporting leaders to facilitate the smooth operation of decision making and reporting given the number of discrete but interrelated Board and/or Independent Committee structures
- Identifying interdependencies and balancing competing demands to ensure policy and project objectives are achieved and governance and reporting requirements are met
- Managing complex and sensitive consultations with diverse stakeholders within agreed timelines while balancing their diverse views, concerns and expectations

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate sensitive and business critical issues, keep informed, advise, receive guidance and instructions • Collaborate to determine approach to sensitive and strategic issues • Participate in meetings, discussions and contribute to decisions regarding business plans, policies and deliverables • Provide expert advice and regular reporting on the status of secretariat matters and other projects
Board/Committee Internal attendees / Work group	<ul style="list-style-type: none"> • Work collaboratively with to achieve business outcomes • Consult, seek subject-matter expertise • Chair meetings as required, present information on Board/Committee outcomes and sensitive and emerging issues • Negotiate outcomes and timeframes
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information •
Customers/stakeholders	<ul style="list-style-type: none"> • Engage with, seek clarification and provide advice and responses to ensure the prompt resolution of issues • Provide expert advice on policy issues • Report and provide updates, exchange information and respond to enquiries • Consult and collaborate to define mutual interests and determine strategies to achieve their realisation
External	
Board/Committee Chairs and Members	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication • Provide expert advice, manage administrative matters, resolve and provide solutions to routine issues, coordinate ad hoc meetings and requests
Customers/stakeholders	<ul style="list-style-type: none"> • Engage with, seek clarification and provide advice and responses to ensure the prompt resolution of issues • Report and provide updates • Consult and collaborate to define mutual interests and determine strategies to achieve their realisation
Other NSW Government agencies	<ul style="list-style-type: none"> • Represent agency interests and negotiate to achieve optimal outcomes

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting Line

Manager

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
	Display Resilience and Courage	<ul style="list-style-type: none">Be flexible, show initiative and respond quickly when situations changeGive frank and honest feedback and advice	Adept

 Personal Attributes	Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
	Influence and Negotiate Gain consensus and	<ul style="list-style-type: none"> • Use facts, knowledge and experience to support recommendations 	Intermediate





	commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies 	Adept

- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	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	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate