

Role Description

Program Administration Assistant



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	DPI/Agriculture/Education
Location	Paterson
Classification/Grade/Band	Clerk Grade 1-2
Role Family (<i>internal use only</i>)	Bespoke/Administrative and Executive Support/Support
ANZSCO Code	531111
PCAT Code	1117172
Date of Approval	November 2019 (updated October 2020)
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 is 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.

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

Within NSW DPI, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

Primary purpose of the role

Monitors and records student progress and payments and provides administrative and support services to the Skills Training Team to enable the efficient operation of the Branch.

Key accountabilities

- Provide administrative support to Tocal College's Skills Training Program including targeted training events.
- Provide administrative support services to Tocal College's Skills Training Program including accurate filing, mail receipt and sorting, photocopying, maintenance of registers, procurement of goods and services, meeting and event support and data entry to support the effective operation of the branch.

- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements including the processing of online payments for funded training places, to support information flow and inform decision making.
- 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 including student enrolments and coursework progress, to ensure that all information is accurate, stored correctly and accessible.

Key challenges

- Maintain accurate records and database of student's progress and understanding and awareness of Vocational Education and Training record keeping requirements.
- Providing high quality customer service on a consistent basis to internal and external stakeholders in a high volume work environment where there are competing priorities and tight timeframes.

Key relationships

Who	Why
Internal	
Agency Staff	<ul style="list-style-type: none"> • Communicates with College management and staff, to ensure work is aligned to Departmental and Division priorities.
Supervisor (Team Leader Digital Delivery & Resources)	<ul style="list-style-type: none"> • Receive guidance from, discuss priorities and provide regular updates on key issues and progress. • Escalate issues as appropriate
Work team	<ul style="list-style-type: none"> • Interact with and work collaboratively to achieve unit outcomes. • Participate in meetings to discuss work group perspectives and share information.
External	
Students and skills recognition candidates	<ul style="list-style-type: none"> • Provide and gather information and ascertain issues in line with client service principles and code of conduct.

Role dimensions

Decision making

Plans and organises work to achieve agreed business objectives and tasks, within approved work and project plans. Compiles coursework and assessment results and reports, with little input from supervisor.

Reporting line

Team Leader

Direct reports

No direct reports

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.

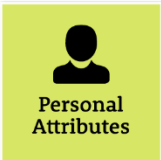
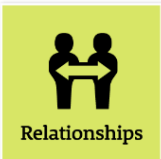
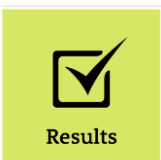

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• 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	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	Intermediate

	Technology Understand and use available technologies to maximise efficiencies and effectiveness	these practices <ul style="list-style-type: none"> • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly
		<ul style="list-style-type: none"> • Display familiarity and confidence when applying Foundational technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	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
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	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