

Role Description

Administrative Officer



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry and Environment
Division/Branch/Unit	Office of the Secretary
Location	Sydney
Classification/Grade/Band	Clerk Grade 5/6
Job Family	Bespoke/ Administrative & Executive Support/ Deliver
ANZSCO Code	531111
PCAT Code	1127292
Date of Approval	August 2019
Agency Website	http://www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The Administrative Officer provides a broad range of administrative services and leverages extensive business unit knowledge to support the unit's program of work and facilitate the delivery of business operations.

Key accountabilities

- Provide a range of administrative and support services to meet the business needs of the team/unit
- Respond to and resolve complex enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Develop, implement and monitor office systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures
- Gather and collate information for, and prepare documentation and reports on business unit performance, as well as make recommendations to improve efficiency, cost management and service delivery

Key challenges

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, propose solutions and provide updates• Provide advice on administrative processes
Work team	<ul style="list-style-type: none">• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none">• Monitor, address and/or escalate requests and provide services• Manage the flow of information, seek clarification and provide advice and responses
External	
Client/Customers	<ul style="list-style-type: none">• Monitor, address and/or escalate requests• Manage the flow of information, seek clarification and provide advice and responses
Vendors/Service Providers and Consultants	<ul style="list-style-type: none">• Coordinate and monitor the supply of goods and services

Role dimensions

Decision making

Some autonomy to adjust own workload and priorities within established policy and procedures.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure





Nil

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	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Intermediate
	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	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
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
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