

# Role Description

## Business Support Coordinator



Treasury

Cluster	NSW Treasury
Agency	Office of the NSW Small Business Commissioner
Location	Parramatta
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	111211
PCAT Code	2119192
Date of Approval	July 2020
Agency website	<a href="http://www.treasury.nsw.gov.au">http:// www.treasury.nsw.gov.au</a>

### The Organisation

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.

We're committed to building a culture of highly engaged and talented people, all working together in a collaborative and high-performance culture that facilitates career mobility and diversity. Our culture is underpinned by the NSW Public Sector core values of Excellence in Service, Integrity, Accountability and Trust and a clear set of expected behaviours.

Look at the NSW Treasury website: <https://www.treasury.nsw.gov.au/about-treasury/about-nsw-treasury>

Also, see why you should work for NSW at <https://iworkfor.nsw.gov.au/why-work-for-nsw>

### Primary purpose of the role

The Business Support Coordinator 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. The role is critical to providing professional customer service to the Commission.

### Key accountabilities

- Provide a range of administrative and support services to meet the business needs of the division
- 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
- Good working knowledge of systems such as Objective, Salesforce and the Microsoft Office Suite
- Prepare weekly reports of activity status
- Ensure all correspondence and briefing requests and associated requests are recorded and actioned in appropriate databases

## Key challenges

- Provide professional 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
- Ensure up to date information on workflow status.

## Key relationships

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

## **Role dimensions**

### **Decision making**

This role:

- Recognise when to make decisions and when to ask relevant questions
- Elevate issue(s) in a timely and constructive way to ensure effective outcomes
- Undertakes objective systematic analysis and draws accurate conclusions based on evidence

### **Reporting line**

This role reports to the Manager Customer Experience.

## **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](http://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
 <b>Personal Attributes</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 <b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 <b>Results</b>	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 <b>Business Enablers</b>	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Understand the team/unit objectives and align operational activities accordingly</li> <li>Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Understand and comply with information and communications security and acceptable use policies</li> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>