Role Description
Business Support Officer

Cluster	The Treasury
Agency	NSW Treasury
Division/Branch/Unit	Commercial Transactions
Location	Sydney CBD
Classification/Grade/Band	Grade 3/4
Kind of Employment	Ongoing
ANZSCO Code	53111
PCAT Code	1227172
Date of Approval	August 2019
Agency Website	https://www.treasury.nsw.gov.au

Why NSW Treasury

As the NSW Government's principal financial and economic adviser, Treasury's role is to enable the Government to deliver its promise to the people of New South Wales that the State will always be a great place to live and work!

As part of our vision to become a World Class Treasury, we believe Treasury has a primary role in supporting and investing in our key partners (service delivery clusters). Our responsibility includes lifting financial management capability and culture across the sector and support the NSW Government's commitment to achieving significant and sustainable financial management improvement.

Look at the NSW Treasury website for further information about our structure and functions: https://www.treasury.nsw.gov.au/about-treasury/about-nsw-treasury

Primary purpose of the role

The role of a Business Support Officer is to provide administrative and support services to the senior managers and divisional staff to facilitate effective utilisation of time and resources and enhance their capacity to achieve key objectives.

Key accountabilities

- Contribute to the preparation of briefings, presentations, draft correspondence, papers and print relevant meeting papers for ED and Directors (upon request)
- Manage the Executive Director / Director's diary appointments to facilitate the effective use of their time
- Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, travel bookings, to support the effective operation of the team
- Coordinate the onboarding and offboarding processes for team members on behalf of the Executive Director / Director
- 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 transactions and purchasing services, ensuring compliance with agency standards and procedures. This includes preparing purchase orders and expense and CabCharge reconciliations.
- Respond to enquiries (phone, email and mail), 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.
- Handle confidential and sensitive documents independently and under general directives requiring knowledge and application of policies and objectives.

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.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans
Divisional Staff	• Participate in meetings, share information and provide input on issues • Keep informed, advise and assist with administration tasks as required
Internal Stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
External Stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

This role:

- Recognises when to make decisions and ask relevant questions
- Exercise judgement on matters that can be resolved without referring to the Executive Director or requiring urgent attention.

Reporting line

This role reports to the Executive Director / Director of the division.

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.

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Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at https://www.psc.nsw.gov.au/workforce-management/capability-framework/nsw-public-sector-capability-framework

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	Foundational
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	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	• 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	• 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
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Technology	Intermediate	• 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

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