Role Description
Area Administrative Support Officer

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Division/Directorate/Branch/Unit	Field Operations/Regional Operations/Regional Business Support
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Ongoing
Role Number	various
ANZSCO Code	531111
PCAT Code	1127172
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide administrative and support services to the Zone Office/Area and throughout the Command ensuring that administrative, processing and reporting functions are carried out in accordance with established policy, procedures and deadlines.

Key accountabilities

- Provide administrative and support services to the business unit, Zone and Station Management teams and other key staff
- As first point of contact for the work unit, respond to and provide advice and assistance on general enquiries, preparing draft correspondence and escalating as required
- Maintain databases, electronic records management and document tracking systems including receipt, registering, updating and movement of files / correspondence
- Undertakes the administration of Retained Firefighter recruitment including using the E-Recruitment system, creating documents, panel support, progressing candidates through the online system, criminal record and medical checks and issuing letters of offers and unsuccessful letters. Onboard new hires in the human resources information system (SAP HR)
- Process a range of financial matters including petty cash, accounts processing, preparing purchase orders, invoice processing and assisting in tracking budget expenditure.
- Undertake research and analysis of data/records and present statistical and other data for inclusion in reports
- Maintain stores and special equipment as required of the role
- Coordinate business unit activities providing administrative support in the organisation of workshops/seminars/information sessions/meetings etc. will participate in the design, preparation and distribution

of related resources, arranging venues, refreshments, booking travel and facilities, coordinating attendees, preparing agendas, taking minutes and providing follow up action prior to future meetings
- Contribute to the efficient and effective operation of the business unit and assisting with projects as required
- Assist with the administrative functions associated with major emergencies as required of the role

Key challenges

- Provide quality administrative support and service to the business unit, given competing demands, shifting priorities and workload
- Manage large volumes of data and documentation, ensuring the quality, accuracy, integrity and security of the input to and output from information systems
- Must use judgment to discern problems that require escalation
- Works as part of a team member as such is required to understand the overall work priorities of the team and will have capacity for flexibility to meet a broad range of support tasks
- Maintain current knowledge of computerised systems and operating procedures

Key relationships

Who	Why
Internal	
Staff within Unit	• Provide administrative support services to the work unit
FRNSW Staff	• Liaise with required units to gather information, resolve queries and ensure a high level of service
Area and Zone Commanders	• Provide consistency of service delivery, support and information, to exchange information and ongoing administrative matters
Business Manager and Business Officer	• Seek guidance, clarify procedures, exchange information and gain a clear understanding of the overall work priorities for the Area Command
Other Area Administrative Officers	• Exchange information and ensure consistency of work process
Other FRNSW Directorates	• Seek expertise to inform work practice in areas such as; Finance, HR, Fleet, IT, Logistics, Community Safety. Suppliers of necessary goods and services
Station Commanders (SO & Captains) and Firefighters	• Provide assistance and information on a variety of administrative issues
External	
External Stakeholders	• Act as first point of contact for the work unit, receive enquiries, provide appropriate advice and or assistance, escalate as required

Role dimensions

Decision making

- Operates with a large degree of independence in relation to support and administrative duties and is often required to assess urgency/priority of requests.
- Given the confidential and often sensitive nature of the working environment and as the first point of contact for the business unit the position holder must exercise judgment in deciding what information can be released and what must be referred

Reporting line: Area Business Manager
Direct reports: Nil
Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated experience in the provision of administrative and support services in a small team environment including an ability to interpret and apply legislation, awards, conditions of employment and HR policies and procedures.
2. Demonstrated experience in the use of business software applications such as SAP or similar HR, personnel or financial management as well as Microsoft Office applications

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	• 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	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Use facts to support claims • Help to find solutions that contribute to positive outcomes • Contribute to resolving differences with other staff or stakeholders • Respond to conflict without worsening the situation and refer to a supervisor where appropriate • Know when to withdraw from a conflict situation	Foundational
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek clarification when unsure of work tasks • 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	Foundational
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations related to using resources and recording financial transactions	Foundational

I work FOR NSW

Capability group/sets	Capability name	Behavioural Indicators	Level
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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	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
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Results	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
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	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