

Role Description

Administrative Coordinator

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|---------------------------|--|
| Agency | Department of Education |
| Division/Directorate/Unit | SIER / Transformation / Executive Director's Office |
| Location | Parramatta |
| Role Number | 238581 |
| Classification/Grade/Band | Clerk Grade 7/8 |
| ANZSCO Code | 511112 |
| PCAT Code | 1223792 |
| Date of Approval | September 2022 |
| Agency Website | education.nsw.gov.au |

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

The Transformation Directorate purpose is to partner with the education community to drive insight, rigour and innovation in the way the Department delivers lifelong learning outcomes.

Primary purpose of the role

The Administrative Coordinator oversees the provision of administrative and support services to facilitate the delivery of business operations to agreed standards.

Key accountabilities

- Oversee and coordinate the delivery of administrative and support services by the administrative service staff to ensure the business needs of the Directorate are met.
- Oversee and coordinate recruitment and onboarding of all staff and contractors into the Directorate, ensuring staff establishment remains within agreed budgets.
- Prepare, coordinate and review high level communication including submissions, briefing notes and correspondence, to respond within agreed timeframes.
- Develop and oversee the implementation and evaluation of administrative practices, systems and procedures to optimize efficiency and support the achievement of quality outcomes.
- Monitor and address complex and/or sensitive enquiries and issues, including those that are escalated, to ensure the timely and effective resolutions of issues

- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met.

Key challenges

- Deal with matters of a sensitive nature in timely manner while exercising discretion and maintaining confidentiality.
- Balancing the administrative service needs of unit staff consistently, given the high volume of work and number of staff seeking services from the team, and the need to address ad hoc requests and unforeseen issues

Key relationships

| Who | Why |
|--------------------|---|
| Internal | |
| Manager | <ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues and priorities • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions |
| Direct Reports | <ul style="list-style-type: none"> • Work collaboratively to contribute to achieving team outcomes |
| Clients/Customers | <ul style="list-style-type: none"> • Manage expectations and provide services |
| Other areas Of DoE | <ul style="list-style-type: none"> • Establish and maintain effective relationships and networks to foster collaboration, consultation and engagement. • Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation |
| External | |
| Stakeholders | <ul style="list-style-type: none"> • Report and provide updates on project progress • Engage and consult in the resolution of project issues and maintain open channels of communication |

Role dimensions

This role acts under minimal supervision in performing its core work functions and makes decisions about workflows to ensure the Directorate requirements are met.

Reporting line

This role reports to the Executive Director, Transformation.

Direct reports

Administration Support Officer, Directorate Coordination Officer

Budget/Expenditure

This role has financial delegation in accordance with the Department's policy.

Key knowledge and experience

- Tertiary qualifications in relevant discipline such as business, HRM, Finance and/or recent relevant experience
- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.


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 | Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning | <ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate and maintain a high level of personal motivation | Adept |

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|---|-------|
|  | Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community | Adept |
| | Work Collaboratively Collaborate with others and value their contribution | <ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |






FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|---|--|--------------|
|  Results | Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes | <ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| | Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions | <ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  People Management | Manage and Develop People Engage and motivate staff, and develop capability and potential in others | <ul style="list-style-type: none"> • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve | 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 | Intermediate |
| | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  Relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  Results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| | Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |
|  People Management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |