

Role Description

People Culture Assistant



Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Crown Solicitor's Office
Division/Branch/Unit	Corporate Services Division/ People Culture
Role number	TBC
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	599411
PCAT Code	1124291
Date of Approval	12 September 2023
Agency Website	www.cso.nsw.gov.au

Agency overview

The Crown Solicitor's Office (CSO) is the largest provider of legal services to the NSW Government and its agencies, and the sole provider of legal services in all matters which are regarded as being core to Government functions. The CSO exists to be the NSW Government's most trusted legal advisor. The core aims of the CSO are to deliver high-quality, cost-effective legal services, provide exceptional customer service to the NSW Government and its agencies and foster a culture of continuous improvement in the way we work.

The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Communities and Justice under the Government Sector Employment Act 2013. For more information, go to www.cso.nsw.gov.au.

Primary purpose of the role

Provide a range of routine administrative and coordination support to facilitate efficient operations within the People and Culture function, with a primary focus on Learning Development ("LD") activities

Key accountabilities

- Provide a range of administrative and coordination activities to contribute to the efficient and effective operations of the L&D function.
- Assist in maintaining the Learning Management System to support the promotion, enrolment and participation in L&D programs at the CSO.
- Use relevant technology to update and maintain CSO's Learning & Development calendar to promote learning opportunities for employees.
- Support the timely coordination of external training requests to ensure CSO employees can continue to invest in their ongoing professional development.
- Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of timely and accurate information.
- Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly and accessible.

- Assist with People & Culture activities, projects, audits and meeting coordination arrangements as required, to support the delivery of People & Culture operational requirements.

Key challenges

- Scheduling work commitments to meet team priorities and deadlines in an environment with fluctuating demands

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none"> • Receive instruction, direction and guidance, and escalate issues. • Provide reports, updates, information and recommendations on training and other assigned activities.
PC Business Partners	<ul style="list-style-type: none"> • Support administrative coordination of training activities. • Provide information and reports from the Learning Management System.
Team members	<ul style="list-style-type: none"> • Collaborate to manage day to day workload. • Liaise to ensure consistent application of policies and procedures. • Participate in meetings to share information and provide input on issues.
Employees	<ul style="list-style-type: none"> • Respond to queries, or redirect within People & Culture as appropriate to support service delivery and customer service standards.

External

Who	Why
Other government agencies	<ul style="list-style-type: none"> • Share and receive information.
Training providers and consultants	<ul style="list-style-type: none"> • Liaise on the coordination of scheduled training programs to ensure the seamless delivery of CSO programs.

Role dimensions

Decision making

The role will work in accordance with established practices and procedures, in relation to the day-to-day delivery of administrative support services. The role will have some independence in the way their work is prioritised and undertaken. The role refers more complex enquiries to the appropriate area and seeks guidance from the supervisor for problems which cannot be resolved by standard practice and procedures.

Reporting line

Learning Development Consultant

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- NA

Essential requirements

- NA

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.


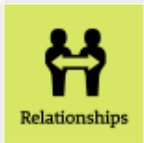
The capabilities are separated into focus capabilities and complementary capabilities



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 behaviors expected at each level.

Focus capabilities









Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Be willing to develop and apply new skills• Show commitment to completing assigned work activities• Look for opportunities to learn and develop• Reflect on feedback from colleagues and stakeholders	Foundational
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Focus on providing a positive customer experience• Support a customer-focused culture in the organisation• Demonstrate a thorough knowledge of the services provided and relay this knowledge 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• Cooperate across work areas to improve outcomes for customers	Intermediate





	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • 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
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security 	Foundational

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	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	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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