

Role Description

Event Assistant

| | |
|---------------------------|--|
| Cluster | Premier and Cabinet |
| Agency | Department of Premier and Cabinet |
| Division/Branch/Unit | Transformation Group / Partnerships & Engagement Branch / Events |
| Role number | 50431 |
| Classification/Grade/Band | Clerk Grade 3/4 |
| ANZSCO Code | 511112 |
| PCAT Code | 1119192 |
| Date of Approval | August 2021 |
| Agency Website | www.dpc.nsw.gov.au |

Agency overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government.

We support the Premier and the Special Minister of State, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

For more information go to http://www.dpc.nsw.gov.au/about/about_the_department.

Primary purpose of the role

Coordinate and assist with agreed event projects and administrative tasks to contribute to the delivery of professional, safe and high-quality events that meet stakeholder requirements and comply with government procedures, legislative requirements and standards.

Key accountabilities

- Undertake a range of administrative tasks to assist the Event Management team to coordinate event planning and implementation for major NSW Government events.
- Schedule and attend event project team meetings and write and distribute minutes in a timely manner.
- Develop and contribute to event specific documentation including but not limited to run sheets, production schedules, risk assessments, and agreements.
- Assist in the organisation and delivery of specific operational and logistical elements for events.
- Provide onsite support at events when required.
- Work proactively in a large team environment and actively build and maintain collaborative working relationships with key internal and external stakeholders to manage, progress, monitor and support the implementation of priority projects.
- Comply with statutory requirements relating to work health and safety and staff management and support strategies to promote an equitable, diverse and inclusive workforce environment.

Key challenges

- Work effectively in a high-volume work environment with competing priorities and deadlines which are often changing and unpredictable.
- Communicate with a wide range of internal and external stakeholders given their diverse interests and demands.

Key relationships

| Who | Why |
|--|---|
| Internal | |
| Manager, Director, Executive Director | <ul style="list-style-type: none">• Escalate issues, keep informed, advise and receive instructions.• Report on and provide advice on events and programs, strategies, risks and issues to facilitate informed decisions and undertake agreed project work activities to support the work of the team. |
| Work team | <ul style="list-style-type: none">• Support team and work collaboratively to achieving the team's business outcomes. |
| External | |
| Key external stakeholders including government agencies, event organisers, suppliers and contractors | <ul style="list-style-type: none">• Develop and maintain effective working relationships and open channels of communication to liaise, consult, engage and or participate on the delivery of various programs and events. |

Role dimensions

Decision making

The decision making required of the position relates to:

- Day to day management of their own work priorities within agreed parameters and approved individual and team work plans.
- Providing information and advice to internal and external enquirers on relevant protocol, policies and procedures, referring to a supervisor any matters which fall outside of standard guidelines and practice.
- Decisions which are referred to a supervisor include any changes to project outcomes or timeframes, issues with the potential to escalate or create precedent, matters requiring a higher administrative or financial delegation or submission to a higher level of management

Reporting line

The Event Assistant reports to the Associate Director.

Key Knowledge and Experience

- Tertiary qualification in event management OR demonstrated experience in providing support and in the coordination for events, ideally large scale public events
- Excellent communication and writing skills

- High level of proficiency with technology including Microsoft Office, Google Docs/Sheets and the ability to quickly learn unfamiliar systems

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 | <ul style="list-style-type: none">Behave in an honest, ethical and professional way Build understanding of ethical behaviourFollow legislation, policies, guidelines and codes of conduct that apply to your role and organisationSpeak out against misconduct and illegal and inappropriate behaviourReport apparent conflicts of interest | Foundation |
| |  Relationships | Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none">Focus on key points and speak in plain EnglishClearly explain and present ideas and argumentsListen to others to gain an understanding and ask appropriate, respectful questionsPromote the use of inclusive language and assist others to adjust where necessaryMonitor own and others' non-verbal cues and adapt where necessaryWrite and prepare material that is well structured and easy to followCommunicate routine technical information clearly |
| | | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none">Recognise the importance of customer service and understanding customer needsHelp customers understand the services that are availableTake responsibility for delivering services that meet customer requirementsKeep customers informed of progress and seek feedback to ensure their needs are metShow respect, courtesy and fairness when interacting with customersRecognise that customer service involves both external and internal customers |
|  Results | Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes | <ul style="list-style-type: none">Seek and apply specialist advice when requiredComplete work tasks within set budgets, timeframes and standardsTake the initiative to progress and deliver own work and that of the team or unitContribute to allocating responsibilities and resources to ensure the team or unit achieves goalsIdentify any barriers to achieving results and resolve these where possibleProactively change or adjust plans when needed | Intermediate |





FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|--|---|--------------|
| | Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances | <ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
|  Business Enablers | Project Management Understand and apply effective planning, coordination and control methods | <ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans | 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 | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  Relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  Results | 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 |
|  Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |
| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |