

# Role Description

## Business Support Officer



Finance,  
Services &  
Innovation

Cluster/Agency	Department of Finance, Services and Innovation
Division/Branch/Unit	Public Works Advisory
Location	State of NSW
Classification/Grade/Band	Staff Grade 1/2
Kind of Employment	Ongoing
Role Number	Generic Position across NSW Public Works
ANZSCO Code	531111
PCAT Code	
Date of Approval	
Agency Website	<a href="http://www.finance.nsw.gov.au">www.finance.nsw.gov.au</a> and <a href="http://www.publicworks.nsw.gov.au">www.publicworks.nsw.gov.au</a>

### Primary purpose of the role

Provides a range of administrative and support services to facilitate business operations and service delivery.

### Key accountabilities

- Provide a range of administrative and support services including assistance in one or more of the following functions:
  - Finance Management
  - Resources Management
  - Assets Management
  - Contract Management & Procurement Management
  - Records Management
  - Business Development
- Collect and compile information to support the development of documentation and reports
- Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of accurate and timely information.
- Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly and accessible.
- Provide administrative services including filing, correspondence, routine purchasing, meeting and event support, photocopying and creating and compiling documents to support the effective operation of the business unit.

### Key challenges

- Delivering accurate and consistent work within a high volume environment.
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### Key relationships

Who	Why
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Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>Escalate issues, keep informed, advise, receive guidance and instructions.</li> </ul>
Work team	<ul style="list-style-type: none"> <li>Participate in meetings to share information and provide input on issues.</li> </ul>
Clients/customers	<ul style="list-style-type: none"> <li>Respond to queries where possible, or redirect</li> </ul>
<b>External</b>	
Customers/suppliers	<ul style="list-style-type: none"> <li>Respond to queries where possible, or escalate/redirect.</li> </ul>

## Role dimensions

### Decision making

The role makes decisions and acts independently with regards to core administrative duties that are routine in nature, provided the decisions accord with relevant legislation, department policy and the assigned business unit priorities.

In this context, the role:

- Establishes daily work routines in relation to the core functions of the role
- Completes tasks in consultation with team members, as appropriate, and in accordance with priorities as directed by the supervisor
- Refers and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice
- Exercises independent judgement in responding to general enquiries from customers, providing information or referring to other team members as appropriate. Difficult or non-routine enquiries are referred to the appropriate person.
- Makes recommendations to the supervisor regarding improving customer services, administrative practice or business processes.

### Reporting line

Refer to the relevant business unit organisational chart.

### Direct reports

This position has no direct reports.

### Budget/Expenditure

N/A

## Essential requirements





- Good interpersonal and communication skills.
- Strong knowledge and experience in microsoft applications including outlook, excel, powerpoint and word.
- Current NSW Drivers Licence and willingness to drive to and work in remote locations which may include overnight stays.
- Employment screening checks, security or other clearances and health assessments.

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### 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	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	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
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Maintain own motivation when tasks become difficult</li> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"> <li>• Complete own work tasks under guidance, within set budgets, timeframes and standards</li> <li>• Take the initiative to progress own work</li> <li>• Identify resources needed to complete allocated work tasks</li> <li>• Seek clarification when unsure of work tasks</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>