Business Support Officer

Position details

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District	Various	**Business unit**	Various
Position number	Various	**Classification/grade**	Clerk Grade 3/4
Location	Various	**Reports to**	Business unit leader
Operating budget	n/a	**Number of reports (direct/indirect)**	nil
		Delegation level	n/a

Primary purpose of the position

Provide high quality executive and administrative support and coordinate the work of an administrative support team to support the efficient and effective operation of the business unit.

About the Department

The Department of Family and Community Services (FACS) delivers services to some of the most disadvantaged individuals, families and communities in NSW.

Family and Community Services supports over 800,000 people across NSW through its own services and through NGOs that it funds to provide services. We provide seniors cards to over 1 million seniors, and reach an additional estimated 1 million people through local community based programs.

We provide services to:

- Aboriginal and Torres Strait Islander people
- children and young people
- families
- people who are homeless
- people with a disability, their families and carers
- women
- and older people.

Our mission

To enable vulnerable people to participate fully in NSW social and economic life and build stronger, more sustainable and inclusive communities. Our work aims to:

- enable each child in NSW to have the best possible start to life
- help vulnerable young people build their capacity for a good future
- improve social and economic outcomes for Aboriginal people
- provide support to vulnerable adults and families so that they can participate fully in community life
- build strong and inclusive communities.

Key outcomes/accountabilities

The Business Support Officer:

- Undertakes a range of executive and administrative support services, exercising discretion and initiative to support the achievement of business unit objectives.

- Coordinates appointments, meetings, conferences, seminars as well as arrange travel itineraries, accommodation and transport bookings.

- Reviews and tracks incoming correspondence and determines appropriate actions.

- Works with an administrative support team in planning and monitoring administrative systems and processes to provide effective and efficient services.

- Monitors the performance of administration services in terms of meeting the unit's needs, identity's areas for improvement, makes recommendations and coordinates approved actions to meet the unit's needs and increase the efficiency of administration services.

- Demonstrates a commitment to employment equity and diversity, work health and safety (WHS), risk management and ethical practices.

Key challenges and influences

FACS is a complex organisation where service delivery is diverse and decentralised with innovative and effective processes and systems required to ensure continuity of quality services.

Balancing, planning and prioritising high volumes of work with conflicting and critical deadlines to maintain consistent workflow where such demands fluctuate on a daily basis.

Responding and acting in relation to tight timeframes often coordinating responses from other staff.

Capabilities required for the position

Capabilities are a combination of the skills, knowledge and abilities required to competently perform in this position. These capabilities are selected from the NSW Public Sector Capability Framework and are grouped into organisational culture capabilities, direction and capacity to deliver capabilities.

Each capability is made up of a number of underlying elements which summarise the required skills, knowledge and abilities and corresponds to a chosen level from the NSW Public Sector Capability Framework. Additional information regarding corresponding capability/element level expectations are available at the NSW Public Sector Capability Framework website.

Please note that the behavioural descriptors are often generic and are to be read in context with the responsibilities of the key accountabilities for the position.

Capability	Underlying Element	Corresponding framework level
Organisational culture capabilities are core to all roles and define employees as a group of people working together to deliver better outcomes for the people of NSW. They characterise the flavour of work in the sector and how we relate together and with others.		
Customer focused	**Demonstrates service orientation:** Guides others in the provision of quality customer service and service excellence methods from a customer perspective.	3
	Demonstrates responsiveness: Seeks to understand and address service delivery issues promptly and implement effective solutions.	3
Culturally aware	**Is culturally aware:** Respectively manages cultural differences in an effective, equitable and consistent way, and proactively engages with the diversity of Indigenous/Aboriginal peoples and people from culturally and linguistically diverse communities of NSW.	3

Works as a team	**Demonstrates commitment to team:** Promotes teamwork and achievement of common purpose and encourages staff to share information and ideas with others.	3
	Treats others fairly and equitably: Contributes to fairness and equity by identifying problems and suggesting solutions.	3
	Resolves conflict: Uses conflict resolution principles and techniques to help parties identify a mutually supportable solution.	3
Takes ownership	**Plans and organises:** Determines priorities and schedules for others to achieve work objectives and monitors own and/or team performance.	3
	Initiates change: Shows initiative in suggesting changes and improvements and encourages others to do the same.	2
	Understands operational environment: Uses understanding of the operational environment to organise the work of others and suggest improvements to support decision making.	3
	Acts proactively: Acts on gaps and opportunities identified and responds quickly in a crisis.	3
	Acts with integrity: Understands professional and ethical responsibilities and responds positively and persuasively to unprofessional or unethical behaviour.	3
Builds strategic partnerships	**Understands government structure and key stakeholders:** Demonstrates a solid understanding of the structures and the decision making power or roles in the organisation, government and the wider community.	3
	Builds relationships and networks: Listens to and appreciates the views and needs of partners and regularly looks for ways to keep in touch and collaborate.	3

Direction and capacity to deliver capabilities define how we go about planning, leading, managing and evaluating all that we do, minimising risks, ensuring that our goals and priorities are met, and define specific skills, knowledge and abilities.

Project management	**Initiates and plans:** Contributes to the identification, development or implementation of project deliverables, project schedules and plans.	3
	Builds a team: Actively supports project team by managing own workflow and priorities to achieve agreed deadlines.	3
	Controls projects: Proactively plans and manages allocated project tasks to meet time, budget and quality.	3
	Monitors projects: Implements project quality assurance processes and assists other in measuring progress.	3
	Evaluates projects: Participates in the evaluation of project outcomes to understand quality of delivery and opportunities for improvement.	3
Communication	**Uses written communication effectively:** Produces a range of complex business correspondence and reports presenting clear, factual and pertinent information based on knowledge, research and analysis.	3
	Communicates verbally: Conveys information, using persuasion and bargaining as required to provide clear and persuasive information whilst responding effectively to an audience in a respectful manner.	3
	Presents and facilitates: Prepares and delivers basic presentations to small groups using appropriate resources and vocabulary.	2
	Influences and negotiates: Uses persuasive arguments to gain support and cooperation and maintain good relations.	3
Analytical thinking	**Undertakes analysis:** Prioritises tasks and activities and organises and analyses information in a logical sequence.	2

and problem solving	**Solves problems:** Solves problems based on operational knowledge and experience, looking for underlying causes and suggesting alternative solutions.	**2**
	Demonstrates a system perspective: Possesses a knowledge and understanding of how systems interact in the work area and makes improvements in own work practices to assist these.	**2**
	Uses initiative and innovation: Identifies what needs to be done and takes action before being asked or required to do so.	**2**
	Thinks strategically: Aligns own work to support local objectives and contributes to changes in local work practices to support this.	**2**
Technology	**Uses technology:** Uses computer hardware and information networks and knowledge management systems competently at an advanced level.	**3**
Technical/ Professional leadership	**Knows role and organisation:** Demonstrates an understanding of the policies and procedures required to ensure efficient delivery.	**3**
	Technical/Occupational/Professional knowledge: Displays in-depth knowledge and expertise in the relevant work area.	**3**
	Develops and maintains capabilities: Continuously builds knowledge, keeping up-to-date on the professional/technical or procedural aspects of the job.	**3**
	Applies Technical/Professional expertise: Applies technical, occupational or professional skills and expertise to achieve work objectives and identify developments to improve organisational performance or client services.	**3**

Other requirements

Qualifications, experience and registrations	nil

Important information

All FACS employees are required to comply with policies and guidelines for employment equity and diversity, ethical and fair workplace practices, work health and safety and, code of conduct to ensure professionalism in the workplace.

Appointments to FACS are subject to reference checks. Some positions may also be subject to a criminal record check and a working with children check.

Please visit the FACS website for further important information about the Department.

Certification

On file ....
Executive Director
Strategic Human Resources Date: 02/04/13