Role Description
Administrative Assistant

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Environment, Energy & Science / National Parks & Wildlife Service
Location	Various
Classification/Grade/Band	Clerk Grade 1/2
Role Number	Generic
ANZSCO Code	531111
PCAT Code	1127292
Date of Approval	July 2017 (updated June 2021)
Agency Website	www.dpie.nsw.gov.au

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Environment, Energy and Science (EES) Group within DPIE brings together a range of functions including national park management, biodiversity and conservation, climate change, sustainability, resilience and adaptation, renewable energy and energy security, waste management and resource recovery, and environmental and mine safety regulation. The work of the Group is supported by centres of excellence in science; policy and strategy; and data analytics and insights.

National Parks & Wildlife Service overview

National Parks & Wildlife Service (NPWS) manages more than 870 national parks and reserves, covering over 7 million hectares or 9% of the landmass of NSW. We conserve and celebrate our biodiversity and cultural heritage and provide wonderful natural visitor experiences for the whole community to enjoy. We carry out plant and animal conservation, sustainable tourism and visitation, research, education, volunteering programs, and fire and asset management. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

Primary purpose of the role

The Administrative Assistant provides quality customer service and administrative support to the work area to assist in meeting the Agency's corporate objectives, ensuring compliance with organisational policies, processes and procedures, audit and statutory requirements.

Key accountabilities

- Provide administrative support services such as ordering/purchasing, filing, mail and correspondence, creating, compiling and storing documents, maintenance of office equipment, maintenance of registers, stores and stationery to support effective operation of the work area.
- Provide meeting and event support including assisting and coordinating meetings, agendas, transport, catering, accommodation and minute taking.
- Provide customer service including responding to enquiries, providing visitor experience information and handling routine customer requests.
- Complete routine financial transactions and purchasing services, ensuring compliance with standards and procedures.
- Update records and databases, complying with records management processes to ensure information is accurate, stored correctly and accessible.
- Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of accurate information.
- Monitor and maintain office stores, stationery, supplies, facilities and equipment to ensure the needs of staff are met in an efficient manner.
- Support incident management activities such as fires and search and rescues.

Key challenges

- Managing competing demands and maintaining high attention to detail to ensure administrative support is provided in a timely and efficient manner.
- Providing a high quality service and to a range of internal and external stakeholders.

Key relationships

Who	Why
Internal	
Manager	• Receive guidance and support, provide advice and exchange information
Work team/other staff	• Work collaboratively to contribute to achieving business outcomes • Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
External	
Customer/clients	• Address queries and/or redirect to relevant party for review and resolution

Role dimensions

Decision making

The Administrative Assistant operates with some level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

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Reporting line

Various

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Experience in administration including the use of computer based systems such as word processing, spreadsheet and records management and records management systems.
- Knowledge of financial and human resource management procedures, policies and practices.

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	• 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
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met	Foundational

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		• Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers	
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these	Foundational
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• 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.

COMPLEMENTARY CAPABILITIES			
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
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	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

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