

Role Description

Team Leader Administrative Support



Department of Primary Industries
and Regional Development

Cluster	DPIRD
Agency	Department of Primary Industries and Regional Development
Group/Division/Branch	Primary Industries / Agriculture / Education
Location	Paterson
Classification/Grade/Band	Clerk Grade 7 / 8
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Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture and Biosecurity; Forestry and Fishing; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

Within NSW DPIRD, Agriculture leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

Primary purpose of the role

The role provides timely, high-quality support and assistance to the Business Manager across nonacademic matters providing hands-on support to guide staff on financial and administrative accountabilities. The role is also responsible for the day-to-day operations of the team including allocating resources, monitoring and reporting on service delivery performance, driving continuous improvement and managing escalated issues.

Key accountabilities

- Manage the financial transactions for Tocal College and CB Alexander Foundation and prepare detailed budgets and financial reports and analysis including reviews and reconciliation of project codes and the College's accommodation booking system and transactions in the Department's finance system.
- Provide budget and financial advice to College management, advising the Business Manager of the causes of significant variances in the DPI Tocal College budgets and student fee processing and suggest solutions and corrective actions.

- Present timely and fully costed proposals, recommendations or bids and prepare the annual student fee schedules and DPIRD brief ready for approval and sign off.
- Act as a central point of contact for student fee payers, responding to enquiries, escalating and redirecting issues as required to ensure the provision of accurate information and coordinating the set up of wifi and student email accounts.
- Manage Contract spreadsheet ensuring all up to date DPI Tocal College contracts are registered and filed online in DPI's record system. Track milestone dates and coordinate invoicing and journals subject to project manager approval.
- Provide leadership and contribute to the College's WHS strategy, attending Committee meetings and responsibilities ensuring the provision of a safe and secure residential environment and the availability of accommodation, service and recreation facilities.
- Undertake shadow Treasurer roles of Tocal Field Days Association including managing the Association's accounts, payroll and personnel records and implementing financial and security operations for the Tocal Field Days.

Key challenges

- Promote consistent and high-quality customer service in a fast paced, high volume transactional environment
- Manage multiple financial and administrative processes and priorities to ensure the smooth running of the service
- Maintain a sound knowledge of relevant processes, policies and systems to ensure compliance

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Discuss priorities and provide regular updates on key issues and progress
Team members	<ul style="list-style-type: none"> • Provide guidance and direction on specific tasks to be completed including priorities • Discuss work allocated, providing updates on key issues and progress
College leadership team	<ul style="list-style-type: none"> • Maintain positive working relationships • Collaborate and provide/obtain information to improve service delivery Help scope and lead financial analyses
External	
Stakeholders	<ul style="list-style-type: none"> • Build and maintain positive working relationships • Communicate regularly to provide advice/service

Role dimensions

Decision making

The role:

- Operates in structured operating environment that is subject to established policies, procedures and practices underpinned by statutory requirements
- The role has capacity to make decisions on non-complex matters and exercise judgement on when to escalate

Reporting line

Business Manager

Direct reports

Accounts Receivable Officer

Budget/Expenditure

Nil

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
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<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

- Seek and apply specialist advice when required Intermediate
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Adept
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

- Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures Adept
 - Understand the impacts of funding allocations on business planning and budgets
 - Identify discrepancies or variances in financial and budget reports, and take corrective action
 - Know when to seek specialist advice and support and establish the relevant relationships
 - Make decisions and prepare business cases, paying due regard to financial considerations
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Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Intermediate



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others


- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve












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.

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	Intermediate

	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate