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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Law Reform and Legal Services / Policy Reform and Legislation  |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | 50004425 |
| **ANZSCO Code** | 139999  |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 20 September 2022  | **Ref: LRLS 0022** |
| **Agency Website** | www.dcj.nsw.gov.au |

**Agency overview**

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

**Primary purpose of the role**

The Administrative Coordinator provides a range of operational and administrative support services to the Policy Reform and Legislation (PRL) branch including the coordination of training schedule, event planning and secretariat support for a variety of meetings within PRL branch.

**Key accountabilities**

* Manage and coordinate the training needs and training schedule for the branch including monitoring budget spend and budget constraints.
* Coordinate a variety of branch meetings and provide secretariat support.
* Manage event planning for PRL including two branch days a year and roundtable stakeholder consultations as needed.
* Assist with human resource support including recruitment and staff movements.
* Coordinate a range of tasks on a daily basis and follow up outstanding tasks in a timely and efficient manner within a high-volume work environment
* Ability to communication and maintain relationships with stakeholder relationships through effective communication, negotiation and responding to issues.
* As needed any other administrative work such as actioning incoming and outgoing correspondence.

**Key challenges**

* Balancing the administrative support needs of the branch consistently and within required timeframes, given the high volume of work and the need to address ad hoc requests and unforeseen issues

**Key relationships**

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Report directly to manager
* Receive guidance and provide regular updates on key projects, issues and priorities
* Provide advice and contribute to decision making
 |
| Team Members | * Provide information and advice
* Provide an effective and valuable two-way liaison
* Work collaboratively to contribute to achieving team outcomes
 |
| Other DCJ Divisions  | * Develop and maintain effective working relationships
 |
| **External** |  |
| Other agencies /stakeholders | * Network with other agencies and stakeholders to establish appropriate links to garner required information and cooperation
 |

**Role dimensions**

## Decision making

This role:

* Carries a level of autonomy in setting own priorities.
* Maintains a degree of independence to develop a suitable approach in managing the workload, provision of advice and recommendations as well as input to the development of relevant systems.
* As necessary, consults with management on a suitable course of action in matters that are sensitive, high-risk or business-critical.

## Reporting line

Manager Business Operations

## Direct reports

## Nil

## Budget/Expenditure

# Nil

# Key knowledge and experience

* Sound knowledge and experience in administration and ability to work manage a diverse workload
* Demonstrated experience in a similar role

# Essential requirements

* Strong written communications including good grammar.
* Ability to work well in a team environment

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices
* Look for and take advantage of opportunities to learn new skills and develop strengths
* Show commitment to achieving challenging goals
* Examine and reflect on own performance
* Seek and respond positively to constructive feedback and guidance
* Demonstrate and maintain a high level of personal motivation
 | Adept |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * 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 |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required
* 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
 | Intermediate |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |
| Business Enablers logo | **Finance** Understand and apply financial processes to achieve value for money and minimise financial risk  | * Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending
* Consider financial implications and value for money in making recommendations and decisions
* Understand how financial decisions impact the overall financial position
* Understand and act on financial audit, reporting and compliance obligations
* Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these
 | 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 is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| 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 |
| Results logo |  |  |  |
| 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 | Intermediate |
| Business Enablers logo |  |  |  |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |