Role Description
Assessment Officer

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI / Engagement and Industry Assistance / Rural Assistance Authority
Location	Orange
Classification/Grade/Band	Clerk Grade 3 / 4
ANZSCO Code	552211
PCAT Code	1113292
Date of Approval	August 2019
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

DPI Engagement and Industry Assistance Branch is focused on delivering programs that build stronger primary industries by providing critical rural support and enhance DPI's connection with communities, industries and people. This branch is made up of DPI's key engagement arms including the business resilience, the Rural Assistance Authority, emergency operations, international engagement, communications and stakeholder engagement.

Primary purpose of the role

The role provides a high quality and responsive customer service in application assessment and processing services to support the delivery of the Authority's financial assistance programs.

Key accountabilities

- Process loan and grant applications within required timeframes against eligibility criteria, and make recommendations in regard to the acceptance or refusal of applications
- Draft correspondence relating to titles and securities assessments, applications and other variations; and prepare information and reports for presentation to RAA and DPI
- Assess and recommend term conditions based on type and value of loan securities, and liaise with client financial institutes to secure the preparation of relevant documents; ensure legal requirements are met for the settling and discharging of loans

- Maintain and enter accurate data into the RAA databases and compile reports to inform decision making
- Provide accurate and timely information and advice to applicants and clients as to status, conditions, and/or variations on applications, and resolve issues including customer complaints

Key challenges

- Managing enquiries, complaints and reactions from distressed and sometimes irate clients
- Clarifying and validating information provided by clients, especially securities documentation
- Managing multiple tasks effectively within tight timeframes to meet customer expectations

Key relationships

Who	Why
Internal	
Program Officer	- Receive guidance and direction on specific tasks to be completed including priorities - Discuss work allocated, providing updates on key issues and progress - Escalate issues as appropriate
Team members	- Interact with and work collaboratively to achieve unit outcomes - Share information and discuss solutions to problems with colleagues
External	
Customers and clients	Receive queries and respond with standard information or escalate within the unit
Stakeholders	Exchange information and respond to enquiries
Financial Institutions	Obtain required financial information

Role dimensions

Decision making

The role prioritises and performs tasks in consultation with their supervisor and team members.

Reporting line

Program Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current NSW Driver License and the ability and willingness to travel

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

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	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Intermediate**
Business Enablers	**Finance**	**Intermediate**
	Technology	Foundational
	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.

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Finance	Intermediate	• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Take account of financial and budget implications, including value for money in planning decisions • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these

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