

# Role Description

## Assistant HR Advisor



Customer  
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Grade 5/6
ANZSCO Code	223111
PCAT Code	1224992
Date of Approval	October 2019

### Primary purpose of the role

Provides a broad range of administrative and project support and leverages extensive business unit knowledge to support the unit's program of work and facilitate the delivery of business operations.

### Key accountabilities

- Provide administrative and support services to meet the business needs of the team/unit
- Respond to and resolve enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues
- Provide advice to business stakeholders on a range of Human Resources (HR) solutions and maintain fit for purpose services that meet client requirements
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Gather and collate information for, and prepare documentation and reports on business unit performance, as well as make recommendations to improve efficiency, cost management and service delivery
- Build and maintain strong client relationships with key business stakeholders through collaboration, responsive advice and service to support business outcomes.
- Maintain and update administrative practices, systems and procedures to improve efficiency and service delivery outcomes
- Support the development and delivery of HR projects to enable the successful implementation and achievement of agreed outcomes.

### Key challenges

- Delivering quality support services and negotiating workable timeframes, given competing customer demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently
- Continually monitoring and reviewing processes, systems and procedures to maintain currency given constant organisational and technological change

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>Escalate issues, propose solutions and provide updates</li><li>Provide advice on administrative processes</li></ul>
Work team	<ul style="list-style-type: none"><li>Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes</li></ul>
Clients/customers	<ul style="list-style-type: none"><li>Provide a customer focused approach to service delivery</li><li>Monitor, address and/or escalate requests and provide services</li><li>Manage the flow of information, seek clarification and provide advice and responses</li></ul>
<b>External</b>	
Client/customers	<ul style="list-style-type: none"><li>Provide a customer focused approach to service delivery</li><li>Monitor, address and/or escalate requests</li><li>Manage the flow of information, seek clarification and provide advice and responses</li></ul>
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"><li>Coordinate and monitor the supply of goods and services</li></ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Direct reports

Nil

### Budget/Expenditure

As per the Customer Service Delegations






## 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](http://www.psc.nsw.gov.au/capabilityframework)

The Role has Occupational specific capabilities. The occupational specific capabilities for this role are available at <https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/human-resources-capability-set>

## 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
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>
Occupation / profession specific capabilities		
Capability Set	Capability Name	Level
 Human Resources	Workforce Strategy	Level 1
	<b>Employee Services</b>	<b>Level 1</b>
	Workforce Relations	Level 1

## 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.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b>	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Project Management		<ul style="list-style-type: none"><li>• Understand project goals, steps to be undertaken and expected outcomes</li><li>• Prepare accurate documentation to support cost or resource estimates</li><li>• Participate and contribute to reviews of progress, outcomes and future improvements</li><li>• Identify and escalate any possible variance from project plans</li></ul>

## Occupation specific capability set

Capability Name	Level	Level Descriptions
Employee Services	Level 1	<ul style="list-style-type: none"><li>• Respond to basic employment queries and provide relevant information, explanation and advice to employees.</li><li>• Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary.</li><li>• Assist in the delivery of basic workforce management services (e.g. induction/ orientation, payroll) in line with service-level agreements for the division or organisation.</li><li>• Collect and monitor data on and understand the broader impact that service delivery has on business outcomes and employee experience.</li><li>• Implement systems and processes to measure the efficiency of third party suppliers.</li><li>• Maintain service excellence and support during times of change.</li><li>• Comply with organisational procedures and legislative/ regulatory requirements.</li></ul>