

Role Description

Business Coordinator



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional New South Wales
Division/Branch/Unit	Regional NSW
Location	Various
Classification/Grade/Band	Clerk Grade 5/6
Role Number	Various
ANZSCO Code	521111
PCAT Code	1221573
Date of Approval	27 September 2019 (May 2020)
Agency Website	www.nsw.gov.au/regional-nsw

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.

Primary purpose of the role

Provide timely, effective, and high-level administrative, coordination and related support services for the Branch/Group.

Key accountabilities

- Support the accurate and timely delivery of a range of administrative and business services by undertaking financial, human resource process support, purchasing and vendor management, petty cash payment and travel arrangements in compliance with relevant legislation, policies and procedures.
- Prepare accurate and timely correspondence, reports, and presentations in line with quality standards to meet client needs.
- Manage small projects or related project tasks and identify and contribute to the development and implementation of streamlined administrative and business processes, procedures and systems to support business priorities.
- Allocate and coordinate branch correspondence and brief workflows, to meet any requested timing.
- Co-ordinate meetings, workshops, seminars and conferences as necessary, including catering, room and equipment set up, distributing material, liaising with speakers and attendees and clean up.
- Provide secretarial and administrative support for stakeholder meetings and committees including compilation and distribution of agenda papers, provision of reports and liaising with external

organisations to obtain or distribute information, minute/note taking, follow up and drafting correspondence where required.

- Manage the Executive Director/Director's diaries as required, to ensure the rescheduling of meetings and appointments and conflicting demands are resolved.

Key challenges

- Maintain up-to-date knowledge of sector and Department business and administrative policies, systems and processes to support the day-to-day operations of the Branch/Group.
- Manage work activities in a timely manner to provide a quality service and meet a number of concurrent day to day and cyclic issues in a high pressure and high volume work environment of competing stakeholder demands and changing work priorities.

Key relationships

Who	Why
Internal	
Executive Director/Director	<ul style="list-style-type: none">• Provide the most effective and efficient administrative coordination for• the Branch and across the Group.
Work team/Other support staff	<ul style="list-style-type: none">• Work in collaboration with other support and administrative staff to• ensure the smooth day to day running of the Branch/ Group and to• facilitate a consolidated approach.
External	
External Stakeholders	<ul style="list-style-type: none">• Managing the flow of information, seek clarification and provide• advice and responses; respond to and coordinate urgent requests for• information

Role dimensions

Decision making

The Business Coordinator is expected to operate with a degree of autonomy and independently manages the day to day running of the Executives office.

The Business Coordinator must possess a high level of sensitivity when liaising on behalf of the Executives with members of the public and departmental staff to provide the appropriate response and level of information. Decisions which can be made by this role holder include:

- Prioritising own workload within established priorities.
- Takes active ownership of their own work and decides the content of advice and information provided to stakeholders, liaising with the supervisor and other business units when necessary. Decisions which are referred to a supervisor include:
 - Any decision that will substantially alter the outcomes or timeframe of a project.
 - Matters requiring a higher delegated authority such as approval for expenditure and/or travel.

Reporting line

The reporting line for the Business Coordinator role can vary between branches.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience in providing support and coordination to senior level management on a broad range of administrative, financial, accounting and HR processes and procedures.
- Advanced skills and experience in word processing, correspondence tracking, databases, electronic document management systems and financial budgeting systems, spreadsheets, presentation and electronic communication applications including MS Office software.

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Build understanding of ethical behaviour Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation Speak out against misconduct and illegal and inappropriate behaviour Report apparent conflicts of interest 	Foundational
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<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
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> 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
 Business Enablers	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> 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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • 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

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
 Personal Attributes	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	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	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
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	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