Role Description
Office Administrator

Cluster	**Department of Premier & Cabinet**
Division/Branch/Unit	**Sydney Opera House**
Location	**Sydney**
Classification/Grade/Band	**Tier 2, Grade 2 Level 1**
Kind of Employment	**Enterprise Agreement-**
ANZSCO Code	**531111**
PCAT Code	**1227192**
Role Number	**W02758R02599; W02759R02599**
Date of Approval	**28 June 2017**
Agency Website	**http://www.sydneyoperahouse.com**

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Premier & Cabinet. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is an iconic Australian institution that embodies beauty, inspiration and the liberating power of art and ideas.

Our vision is to be as bold and inspiring as the Opera House itself.

Our mission is twofold:

- To treasure and renew the Opera House for future generations of artists, audiences and visitors; and
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

This position is responsible to provide administration services for the Building portfolio including secretarial support, procurement, administration tasks, clerical, information and documentation management and data entry which support the effective and efficient operation of the department and portfolio in achieving the strategic goals and objectives.

KEY ACCOUNTABILITIES

- Provide quality, customer focused and timely administrative services and general office management support to the Building portfolio to ensure the efficient functioning of the office and successful delivery of all works and Capital funded and SAM funded projects. Provide a basic level of contract administration support, to help with preparation of contractual letters and minute taking. Provide document preparation, layout and distribution support to the Building portfolio..
- Provide account management & procurement tasks for the Building portfolio by recording, tracking and processing invoices, and creating requisitions on IPOS (Internet Purchasing Ordering System).
- Maintain accurate information and liaise with portfolio staff to maximise standard of delivery to customers, including active pursuit and monitoring of information and follow through on projects.
- Answer incoming telephone calls, accurately taking and relaying messages and where appropriate passing on appropriate documentation (under guidance and direction of senior staff) to ensure the smooth delivery of projects. Provide assistance to the Projects Group, coordinating meetings and teleconferences, receiving visitors and arranging hospitality for meetings as required. Distribute incoming correspondence within the Building portfolio and arrange for outgoing mail and couriers. Maintain stock of office and other supplies, including periodic stock-taking and purchasing and ensure functional office equipment. Maintain presentation and cleanliness of meeting rooms and kitchen.
- Provide reception support as required for the team, welcoming guests and visitors and coordinating Building guest / visitor itineraries, where required.
- Follow Building portfolio policies and procedures and work in close partnership with the other Building Safety & Security departments to ensure the effective maintenance and timely and accurate retrieval and accessibility of Building portfolio documents, registers and records.
- Arrange booking of training and meeting rooms as required.

KEY CHALLENGES

- Prioritise and balance competing work priorities in a busy, dynamic environment.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Program Manager	To receive direction and provide assistance and general administrative support as required, including but not limited to minute taking, record keeping, and cover receptionist duties.
Head of Major Projects and Commercial	To receive direction and provide personal assistance and general administrative support.
Other administration staff	To effectively liaise with other Building Portfolio Administration staff on a variety of issues, from information dissemination to coordinating meetings.
Building Managers	To coordinate meetings, disseminate information and assistance with the preparation of reports and submissions.
External	
Business Partners	To establish and maintain effective working relationships with key business partners in support of Building Portfolio business.

ROLE DIMENSIONS

Decision Making

The Office Administrator receives guidance and direction from the Program Manager on overall work activities and projects to achieve the business support outcomes required in the areas of service delivery. On a day to day basis, however, the Office Administrator is expected to work independently, receiving day to day task allocation and guidance for the provision of administrative coordination and support within the department.

Reporting Line

Program Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Proven skills and experience providing an administrative support service in a complex and high volume environment. Ability to demonstrate experience in a combination of the following: office administration, basic business management, executive / personal assistance, customer service centre support, projects coordination, office reception, high volume electronic and paper based document management, and preparation of monthly project report and newsletters.
- Significant experience in working with a procurement system similar to IPOS (Internet Purchasing Ordering System) for raising purchase order and payment of invoices.
- High level written and oral communication and interpersonal skills, including strong business writing ability and experience in preparing presentations.
- Experience in contract and tender documentation process, and maintaining contracts register and bank guarantees.
- Highly competent keyboard skills with demonstrated experience in the use of Microsoft Office computer application (Word, Excel, Outlook and PowerPoint). Preferred experience in contracts management software (Aconex) and record management databases.
- Demonstrated exceptional skills, experience and focus in establishing an excellent culture of customer service.
- High levels of initiative, prioritisation, organisational and time management skills, with the ability to work with minimal supervision.

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

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**
Personal Attributes Act with Integrity	Foundational	• Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Communicate routine technical information clearly
Relationships Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans