

Role Description

Catering Administrative Assistant



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Parliamentary Services / Catering
Role number	TBA
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	April 2023
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: The Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions: Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy and Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education Branch and the Parliamentary Catering Branch.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Catering Administrative Assistant provides a broad range of administrative service and assists with the general office administration including coordination of events, sales and marketing, restaurant reservations and

confirmations within the Catering Branch of the Department of Parliamentary Services (DPS).

Key accountabilities

- Provide a range of administrative and support services to meet the business needs of the Parliamentary Catering team
- Respond to and resolve diverse enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues
- Provide support to the function coordination team in the coordination of events
- Assist with the maintenance and monitoring of office systems, procedures, and methods, adapting processes and techniques as required, to facilitate efficient operations
- Assist the Business Development Officer with creating marketing material to grow both restaurant and function revenue
- Provide support to the Functions and Restaurant team to manage bookings and confirmations
- Perform efficient and professional client liaison with internal and external stakeholders
- Undertake other administrative related duties within Parliamentary Catering as directed by the Operations Manager or Senior Manager, Catering
- Comply with codes and policies concerning equal employment opportunity, cultural diversity and ethical conduct.

Key challenges

- Delivering quality administrative services and broad support to the Parliamentary Catering Branch, given diverse stakeholder needs and competing deadlines and priorities.
- The demands of services particularly during parliamentary sitting periods are extremely heavy and the position holder will be required to assist and support the delivery of timely and accurate services by the office team.
- Be pro-active and responsive to administrative requirements, while ensuring tight timeframes are met.
- Ensuring a client focused approach balanced with compliance of the guidelines, policies, procedures and working of the Parliamentary business.
- Become familiar with the Room and Venue Use Policy in relation to dining room/function facilities to ensure correct advice is given.
- Consistently adopting a strong customer service and engagement focus with key stakeholders and members of the public while remaining impartial, exercising tact and judgement.

Key relationships

Who	Why
Internal	
Operations Manager	<ul style="list-style-type: none">• Report to, receive advice and guidance, clarify instructions and report on progress against work plans as required• Provide support to achieve operational priorities, exchange information and contribute to decision-making• Escalate discuss issues and propose solutions

Who	Why
Work Team	<ul style="list-style-type: none"> • Assist where required to support team members in duties and deliverables • Collaborate to share information on programs and projects • Participate in team meetings and contribute ideas to improve program, service delivery and work outcomes • Use team insights to continuously improve outputs • Provide an escalation point for issues or complex decision-making
Stakeholders	<ul style="list-style-type: none"> • Monitor, address and/or escalate requests and provide services • Manage the flow of information, seek clarification, and provide advice
Managers / Parliamentary Catering team members	<ul style="list-style-type: none"> • Establish and maintain effective liaisons with managers, supervisors, other staff, and Members and their guests to ensure a positive in-house customer experience.
External	
Members of the Public and Corporate Clients	<ul style="list-style-type: none"> • Effective, open and professional customer liaison to ensure the correct information is provide a positive customer experience

Role dimensions

Decision making

The Catering Administrative Assistant is expected to operate with some degree of autonomy in respect to their day-to-day work priorities and workload management within an agreed work plan.

The role is accountable for the delivery of assigned work. The role is accountable for the quality, integrity and validity of the service provided.

The role defers to the Manager on issues that have a significant impact on Members of Parliament and internal stakeholders or is outside of the position holder's financial delegation.

Reporting line

The role reports to the Operations Manager, Parliamentary Catering

Direct reports

There are no direct reports

Budget/Expenditure

The Catering Administrative Assistant will provide assistance as required to support budget and finance processes.

Key knowledge and experience

- Ability to handle confidential information effectively and to act with discretion when working within the Parliamentary Environment, being sensitive to the role, reputation and significance of the Parliament.
- Demonstrated excellent interpersonal skills and ability to establish and maintain effective liaisons with managers, members, other parliamentary staff and guests.
- Sound organisational skills with attention to detail, and ability to prioritise tasks.
- Demonstrated ability in providing a professional meeting and greet service to people visiting Parliament, providing a warm, sincere, and genuine professional welcome service.
- Demonstrate a willingness to provide excellent customer service and assist people with enquiries from start to finish.
- Demonstrated experience and vocational training, such as RSA, in functions operations, and work practices of the F&B industry, preferably within a corporate, hospitality five-star environment.
- Have basic knowledge and experience with using computer software programs such Microsoft Outlook, Word, Publisher, and Excel.
- Have basic knowledge and experience or willingness to learn Parliaments internal software programs such as Content Manager, MLS Solutions Events Module, Resdiary Australia and Micropower Back Office
- Previous experience in office administration, phone call reception and face-to-face customer service, whilst not essential, is desirable

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.



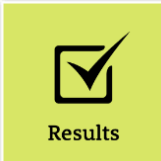
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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
 <p>Personal Attributes</p>	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
	 <p>Relationships</p>	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements Help to resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers
 <p>Results</p>	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 Identify any barriers to achieving results and communicate these where possible to management. Proactively change or adjust plans when needed 	Foundational
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Provide input on team goals and plans, and use feedback to inform future planning Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Foundational

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	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
 <p>Personal Attributes</p>	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	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <p>Relationships</p>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 <p>Results</p>	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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