

ROLE DESCRIPTION

Senior Administration Officer

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corrective Services NSW, Offender Services and Programs	
Location	Sydney, New South Wales	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	29178	
ANZSCO Code	531111	
PCAT Code	1227173	
Date of Approval	15 September 2020 (Gen 0015)	Ref: CS0382
Agency Website	www.dcj.nsw.gov.au	

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

Primary purpose of the role

The Senior Administration Officer provides a broad range of administrative services and leverages extensive business unit knowledge to support the unit's program of work and facilitate the delivery of business operations.

Key accountabilities

- Provide a range of administrative and support services to meet the business needs of the team/unit
- Respond to and resolve complex enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Develop, implement and monitor office systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures
- 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
- Supervises, motivates and assists employees to perform their duties efficiently and effectively to

ensure compliance with policy and procedures and proactively participate in all aspects of performance management.

Key challenges

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, propose solutions and provide updates • Provide advice on administrative processes
Work team	<ul style="list-style-type: none"> • Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes
Staff	<ul style="list-style-type: none"> • For supervision and provision of advice and gathering information.
Offender Services & Programs staff	<ul style="list-style-type: none"> • For exchanging operational information and for providing advice and services.
Counterparts and peers at other correctional centres	<ul style="list-style-type: none"> • For exchanging operational information and knowledge in relation to correctional administrative practice
Clients/customers	<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 and responses
External	
Client/Customers	<ul style="list-style-type: none"> • Monitor, address and/or escalate requests • Manage the flow of information, seek clarification and provide advice and responses
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Coordinate and monitor the supply of goods and services

Role dimensions

Decision making

This role:

- Has a high level of autonomy and is accountable for the delivery of work assignments and projects on time, and to expectations in terms of quality, deliverables and outcomes
- Submits reports, analyses, briefings and other forms of written advice in final form with minimal input required from the executive.
- Exercises a range of staff management and financial delegations, within the provisions of the Delegations Manual, CSNSW policies and procedures, Public Sector wide policies and procedures and relevant legislation.

Reporting line

The role reports to the Manager.

Direct reports

Up to 7

Budget/Expenditure

Nil

Key knowledge and experience

- Ability to interpret legislation and policy and to implement requirements into business processes.
- Ability to monitor and maintain quality control and compliance procedures.

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

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**.

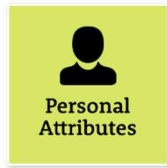
Focus capabilities

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
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Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- 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

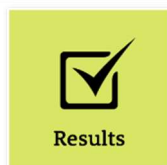


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- 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 and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate

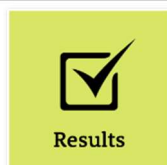


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- 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





Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- 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


Intermediate

 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<p>operating environments</p> <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 	<p>Intermediate</p>
 <p>People Management</p>	<p>Manage and Develop People Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Clarify the work required, and the expected behaviours and outputs • Clearly communicate team members' roles and responsibilities • Contribute to developing team capability and recognise potential in people • Recognise good performance, and give support and regular constructive feedback linked to development needs • Identify appropriate learning opportunities for team members • Create opportunities for all team members to contribute • Act as a role model for inclusive behaviours and practices • Recognise performance issues that need to be addressed and seek appropriate advice 	<p>Foundational</p>



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 is 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	Intermediate

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	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	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational