Role Description
Digitisation Assistant

Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Digital Transformation/Digital Parliament Applications
Role number	TBA
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	June 2021
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 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 Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

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 Parliament of New South Wales has embarked on a project to digitise parliamentary material, with one of the aims being to make material available to the public through our website.

The Digitisation Assistant will enable this project by creating metadata in the required format, allocating scanned images to the appropriate metadata, and assisting in other ways to prepare the upload of records to shared databases.

Key accountabilities

- Collate required metadata for records, including transcribing written documents (hard copy and/or soft copy) into the appropriate digital format (usually Excel spreadsheets) in line with quality requirements and escalating issues for investigation as required.
- Ensure the metadata meets the requirements for upload into existing systems and conduct research in parliamentary source documents as required.
- Prepare electronic documents for upload to databases, including by identifying and allocating scanned files to the correct set of metadata.
- Provide digitisation services as required, such as scanning images and documents to set specifications and conduct research to determine required metadata, as directed.
- Assist in quality assurance of scanned documents and metadata, applying organizational requirements and escalating issues for resolution as required.
- In conjunction with the Digitisation Librarians, establish, document and continually improve work processes to ensure high quality and consistent output across the team.
- Assist with other aspects of the Digitisation project as required, including moving books / boxes.

Key challenges

- Maintaining excellent standards of accuracy over extended periods of time.
- Maintaining motivation, attention to detail and alertness to inconsistencies while working through a large and repetitive body of material.

Key relationships

Who	Why
Internal	
Project Manager, Digital Parliament Applications	• Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required. • Escalate issues and propose solutions
Work/Project Team	• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality

Role dimensions

Decision making

The role is expected to operate within the guidelines and under the directions set by the Project Manager, Digital Parliament Applications.

Reporting line

The role reports to the Project Manager, Digital Parliament Applications.

Direct reports

There are no direct reports.

Budget/Expenditure

Nil.

Key knowledge and experience

- Demonstrated ability to focus and maintain attention to detail over long periods of time while achieving consistently high levels of accuracy.
- Demonstrated ability to work independently within set guidelines and parameters.
- Demonstrated ability to take direction and work as part of a project team and to meet deadlines in a high volume work environment.
- Understanding of the role and importance of metadata and applying appropriate metadata standards.
- Good computer skills, especially confidence in using MS Office suite (with focus on Excel) and records management system CM9.

Essential requirements

- TAFE Certificate III in Software Applications or other IT or Record Keeping tertiary qualifications and/or certifications; or
- Equivalent knowledge and experience or industry training of records management or digitisation standards and practices.

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	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• 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	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own and that of 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	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• 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	Foundational
	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	Intermediate
	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	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	Intermediate