

# Role Description

## Administrative Assistant Payments



Planning,  
Industry &  
Environment

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI / Infrastructure, Investment & Business Development / Rural Assistance Authority
Role number	TBC
Classification/Grade/Band	Clerk Grade 1/2
Location	Orange
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	July 2021
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### 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.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

DPI Infrastructure, Investment & Business Development Branch is focused on maximising the Department's portfolio of commercial activities and infrastructure, as well as building new commercialisation pathways and opportunities for DPI, its people and projects by focusing on the Department's external interface with customers and communities, alignment of strategic priorities and investment and formation of strong business partnerships.

As a specialist administrator of government financial assistance programs including loans, rebates, grants and other ad hoc funding programs, the Rural Assistance Authority (RAA) plays an active role in contributing to farming and rural policies and provides advice to the Minister for Agriculture and Western NSW. The organisation is governed by the Rural Assistance Act 1989 and is a statutory body under the Government Sector Finance Act 2018 (NSW).

### Primary purpose of the role

The Administrative Assistant - Payments provides a range of administrative support functions to the work area to ensure efficient and effective operations and high-quality service to clients.

## Key accountabilities

- Review invoices provided by application to ensure they are eligible expenses aligned with the various Loan and Grant programs administered by the RAA.
- Undertake routine administrative and office management tasks and support services including database and records management, including creating and compiling documents.
- Utilise and maintain a range of administrative and payment systems and procedures to ensure effective payment processes.
- Respond to enquiries and routine requests for information, and escalate and redirect issues as required, to ensure the provision of accurate information.

## Key challenges

- Working independently with minimal supervision to ensure reporting deadlines are met, and maintaining high levels of accuracy and completeness while prioritising tasks from multiple sources.
- Maintaining knowledge of policies, procedures and guidelines across a broad range of activities.
- Working collaboratively with a wide range of staff whilst responding rapidly to diverse employee issues and requests for information.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Report on progress of activities and receive direction on key administrative tasks to be completed including priorities</li><li>• Keep informed of issues that arise and advise of potential delays. Escalate issues as appropriate</li><li>• Participate in meetings to share information about both day to day and medium to long term issues</li></ul>
Work team	<ul style="list-style-type: none"><li>• Interact with and work collaboratively to achieve business objectives</li><li>• Receive guidance from, discuss priorities and provide regular updates on key issues and progress on tasks</li><li>• Share information and discuss solutions to problems</li></ul>
Colleagues from other work areas	<ul style="list-style-type: none"><li>• Interact with and work collaboratively to achieve business objectives</li></ul>
<b>External</b>	
External clients	<ul style="list-style-type: none"><li>• Provide timely advice</li><li>• Respond to queries and respond with standard information and materials, or escalate within the Unit as appropriate</li></ul>

## Role dimensions

### Decision making

The role has a low to moderate level of autonomy and is fully accountable for independent completion of assigned administrative tasks. The role refers to a supervisor any decisions that require deviation from task outcomes or time frames, are likely to escalate or create substantial or contentious precedent, or require a higher administrative or financial delegation, or submission to a higher level of management.

## Reporting line

Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

## Capabilities for the role

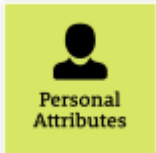
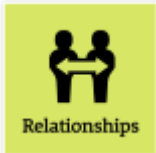
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>Behave in an honest, ethical and professional way</li><li>Build understanding of ethical behaviour</li><li>Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation</li><li>Speak out against misconduct and illegal and inappropriate behaviour</li><li>Report apparent conflicts of interest</li></ul>	Foundational
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>Recognise the importance of customer service and understanding customer needs</li><li>Help customers understand the services that are available</li><li>Take responsibility for delivering services that meet customer requirements</li><li>Keep customers informed of progress and seek feedback to ensure their needs are met</li><li>Show respect, courtesy and fairness when interacting with customers</li></ul>	Foundational





		<ul style="list-style-type: none"> <li>Recognise that customer service involves both external and internal customers</li> </ul>	
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>Take responsibility for own actions</li> <li>Be aware of delegations and act within authority levels</li> <li>Be aware of team goals and their impact on work tasks</li> <li>Follow safe work practices and take reasonable care of own and others' health and safety</li> <li>Escalate issues when these are identified</li> <li>Follow government and organisational record-keeping requirements</li> </ul>	Foundational
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	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	Foundational
	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	Foundational
	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	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	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	Foundational
 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