|  |  |
| --- | --- |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **ANZSCO Code** | NA |
| **PCAT Code** | NA |
| **Date of Approval** | 06 March 2020 |

Primary purpose of the role

The Administrative Support Officer provides administrative and support services to facilitate the operation of the team/unit.

Key accountabilities

* Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit
* Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making
* Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures
* Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information
* Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible

Key challenges

* Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues and provide updates |
| Work Team | * Participate in meetings, share information and provide input on issues |
| Clients/Customers | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues |
| **External** |  |
| Customers/Suppliers | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues |

# Role dimensions

## Decision making

NA

## Reporting line

NA

## Direct reports

NA

## Budget/Expenditure

NA

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Be willing to develop and apply new skills  Show commitment to completing assigned work activities  Look for opportunities to learn and develop  Reflect on feedback from colleagues and stakeholders | Foundational |

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Recognise the importance of customer service and understanding customer needs  Help customers understand the services that are available  Take responsibility for delivering services that 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  Recognise that customer service involves both external and internal customers | Foundational |
| Results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek clarification when unsure of work tasks  Complete own work tasks under guidance within set budgets, timeframes and standards  Take the initiative to progress own work  Identify resources needed to complete allocated work tasks | Foundational |
| Business Enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Display familiarity and confidence when applying technology used in role  Comply with records, communication and document control policies  Comply with policies on the acceptable use of technology, including cyber security | Foundational |

# 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 | Intermediate |
| Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
| 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 | 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 |
| 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 | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Foundational |