ROLE DESCRIPTION

Administration Officer

Cluster	Stronger Communities
Department	Department of Communities and Justice
Division/Branch/Unit	Corrective Services NSW, Community Corrections
Location	Sydney
Classification/Grade/Band	Clerk Grade 3/4
Role Number	26218
ANZSCO Code	531111
PCAT Code	TBA
Date of Approval	15 November 2016 (DoJ duplicate) **Ref: CS:0314**
Agency Website	www.dcj.nsw.gov.au

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

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

Provide high level, competent administrative and clerical support including, quality client service and undertaking projects and research.

Key accountabilities

- Provide high level clerical and administrative support and services to internal and external clients.
- Track and manage incoming and outgoing correspondence for the unit and determine action or referral in accordance with office procedure.
- Monitor and maintain store supplies and equipment.
- Co-ordinate and update the manager's diary and other commitments, including arranging travel, meetings, catering and other hospitality arrangements and other office functions as required.
- Maintain the unit's records, systems and databases, record data and file to ensure that all documentation is securely stored and readily accessed.
- Provide word-processing and data entry services and draft correspondence, such as, letters, memoranda, agenda, minutes, briefing notes and related documentation on behalf of the manager and

unit, in line with departmental approved style guidelines including retrieving and collating complex documents and information.
- Undertake projects and research.
- Communicate with staff and clients including responding to and screening telephone and/or counter enquiries to provide a timely and effective information and referral service.
- Interpret and comply with work procedures, practices, policy and standards.

Key challenges

- Working with minimal supervision.
- Prioritising own workload and managing competing deadlines.
- Accurate and high level of performance in all work areas.
- Maintaining a high level of professionalism when communicating with staff and clients.

Key relationships

Who	Why
Internal	
Statewide Coordinator Practice	For day to day advice and guidance
	To seek advice regarding difficult enquiries and complex issues
Team members	Communicate routine, day to day issues, seek information, give information, for advice and guidance on process and procedures, relay messages, request file retrievals, call referrals
Clients	Provide information and obtain information
	Provide basic instructions
External	
Service providers, other public sector agencies / departments, Private Sector, Community	Provide information and obtain information

Role dimensions

Decision making

The position has considerable autonomy in the day-to-day delivery of administrative support services within the constraints of policies, procedures, guidelines, directives and deadlines.

Reporting line

The position reports to State-wide Coordinator Practice, Community Corrections

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

Experience providing high-level administrative and clerical support and excellent client service.

Essential requirements

Nil

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 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.

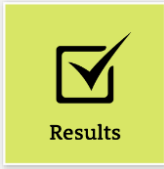| FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture 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
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
Results	**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 operating environments	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	Intermediate

		introduction and roll-out of new technologies	
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes	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 is 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
	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	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	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
	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