

Role Description

Executive Support Officer



52Cluster	Premiers Department
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Various
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	521111
PCAT Code	1227173
Date of Approval	6 December 2023
Agency Website	https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority

Agency overview

The Reconstruction Authority (RA) is an executive agency of the Premier's Department. The RA will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the RA will complete critical planning and preparation with communities, NGOs, businesses, and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities, and other stakeholders.

Primary purpose of the role

The Executive Support Officer provides a range of executive support and administrative services to support the Executive Director / Director to achieve organisational objectives.

Key accountabilities

- Assess and prioritise requests to facilitate the optimal use of the Executive's time
- Manage the Executive's calendar, information flow and records and correspondence, coordinate travel arrangements, and schedule and support meetings to facilitate the effective management of their agenda
- Draft and prepare correspondence, agendas, minutes, presentations and briefing notes to support the achievement of business requirements
- Gather, collate, and provide background information for the executive to support informed decision making and planning
- Provide administrative and logistical support to facilitate adhering to relevant agency policy such as fleet vehicles, accommodation, and travel bookings and use
- Maintain and update administration practices, systems, and procedures to improve efficiency and service delivery
- Build and maintain relationships with other business areas to effectively arrange and set up for meetings and manage the flow of business information and activities

Key challenges

- Manage competing priorities and provide consistently high levels of support given heavy workloads, short deadlines, and the need to maintain confidentiality and discretion
- Liaise appropriately with a range of internal and external stakeholders with an understanding of their interests and relationship with relevant projects or programs
- Exercise discretion and judgement to prioritise and organise access and information flow to the Executive

Key relationships

Who	Why
Internal	
Executive Director/Director	• Escalate sensitive issues in the development and delivery of strategies, initiatives, policies, programs and projects • Keep informed, advise and provide regular updates on service delivery and priorities
Work Team	• Share ideas and information and work collaboratively to enhance team outcomes
Divisional staff	• Collaborate to share information and seek continuous improvements in information flow and actioning • Contribute to client focused service provision • Share ideas and information to foster a culture of continuous improvement, achievement and resilience
External	
Government and public sector	• Respond to queries where possible, or redirect relevant party for view and resolution • Contribute to client focused service provision
Vendors/Service Providers	• Ensure mutually beneficial outcomes are achieved.

Role dimensions

Decision making

- Works with supervision and guidance to achieve overall work commitments developed in agreement with the Manager.
- Acts independently to determine day-to-day priorities and negotiates matters related to area of responsibility.
- The role holder uses their judgement when answering enquiries. In matters that are sensitive, high-risk, business-critical or more complex enquiries outside their knowledge capability will be referred to management.

Reporting line

Executive Director / Director

Direct reports

N/A

Budget/Expenditure

- Financial Delegation: As per agency financial delegations.

- Administrative Delegation: As per agency delegations' manual.

Knowledge and experience

- Demonstrated experience to provide high-quality executive support services in a professional and client focused manner.

Essential requirements

- 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
 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
	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

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	- 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
	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	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 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 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
	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
	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	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