



# ROLE DESCRIPTION

## Administration Assistant - Security and Custody

<b>Portfolio</b>	Communities and Justice	
<b>Department</b>	Corrective Services NSW (CSNSW)	
<b>Division/Branch/Unit</b>	Security and Custody / Security and Operations Group	
<b>Location</b>	Various	
<b>Classification/Grade/Band</b>	Clerk Grade 1/2	
<b>Role Number</b>	Various	
<b>ANZSCO Code</b>	531111	
<b>PCAT Code</b>	1117172	
<b>Date of Approval</b>	13 December 2024	<b>Ref: CS0666</b>
<b>Agency Website</b>	<a href="http://www.correctiveservices.dcj.nsw.gov.au">www.correctiveservices.dcj.nsw.gov.au</a>	

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

### Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

### Primary purpose of the role

The Administrative Assistant provides support services to administrative staff and other team members to enable the efficient operation of the Training Administration team.

### Key accountabilities

- Provide administrative support to the Management Team and staff on a range of tasks including, establishing, and maintaining office systems, and general administrative assistance.
- Act as a point of contact including telephone and email enquiries from staff and clients and provide a timely and effective information and referral service.
- Maintain manual and electronic records pertaining to the work area, accurately and securely ensuring these are accessible.
- Respond efficiently to all inquiries by stakeholders, customers, and clients, escalating and referring, if necessary to the relevant areas in accordance with the local practice and protocol.
- Assist with projects and research.

### Key challenges

- Undertake accurate and consistent work within a high-volume environment.
- Adapting to frequent changes to workload and processes.

### Key Relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Provide update and clarify instructions</li></ul>
Work team	<ul style="list-style-type: none"><li>• Work as a collaborative team member</li></ul>
Clients/customers	<ul style="list-style-type: none"><li>• Respond to queries where possible, identify need, and redirect, escalate or resolve issues.</li></ul>
<b>External</b>	
Customers/suppliers	<ul style="list-style-type: none"><li>• Receive and process goods and services.</li><li>• Respond to queries where possible, or redirect</li></ul>

### Role dimensions

#### Decision making

The role operates under specific directions given by the manager / supervisor and undertakes duties in accordance with policies, procedures, guidelines, directives and deadlines.

#### Reporting line

This position reports to Manager Curriculum and Systems Advice.

#### Direct reports

Nil

#### Budget/Expenditure

Nil

### Essential requirements

Current NSW driver's license and preparedness to drive a vehicle in the course of performing the role.

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


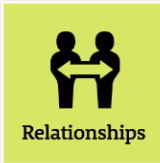
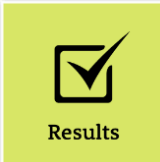
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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.

*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>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Be willing to develop and apply new skills.</li> <li>• Show commitment to completing assigned work activities.</li> <li>• Look for opportunities to learn and develop.</li> <li>• Reflect on feedback from colleagues and stakeholders</li> </ul>	Foundational
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts.</li> <li>• Respond to others who need clarification or guidance on the job.</li> <li>• Step in to help others when workloads are high.</li> <li>• Keep the team and supervisor informed of work tasks.</li> <li>• Use appropriate approaches, including digital technologies, to share information and collaborate with others</li> </ul>	Foundational
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Seek clarification when unsure of work tasks.</li> <li>• Complete own work tasks under guidance within set budgets, timeframes and standards</li> <li>• Take the initiative to progress own work.</li> <li>• Identify resources needed to complete allocated work tasks</li> </ul>	Foundational

## FOCUS CAPABILITIES


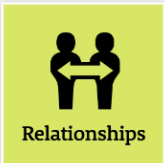

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Display familiarity and confidence when applying technology used in role.</li> <li>• Comply with records, communication and document control policies.</li> <li>• Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	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	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	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
	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	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

## 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
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational