# ROLE DESCRIPTION

## Assistant Centre Administration Support Officer

| | |
|---|---|
| **Cluster** | Stronger Communities |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | CSNSW/ Custodial Corrections / Correctional Centres |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk General Scale |
| **Role Number** | Various |
| **ANZSCO Code** | 561999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 24 August 2018                    **Ref: CS0195** |
| **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

Assist in undertaking a variety of recognized correctional administrative tasks within the areas of general administration, finance, purchasing, warehousing and stores and records management), to ensure that Manager (s) / Supervisor (s) or work teams are supported in accordance with the directions provided.

## Key accountabilities

- Support and assist senior executive (s) or operate within a work team undertaking administrative tasks in accordance with standardized processes and practices under direction.
- Extract and disseminate manual and electronic information and undertake factual data-entry by using a variety of databases to ensure records are maintained and updated accurately and stored correctly for accessibility.
- Respond to telephone and / or counter enquiries from clients and provide timely and effective factual information; up-date official records as required, or escalate inquiries to other relevant staff as necessary.

- Generate routine correspondence based on standard templates or exchange, as necessary factual information with clients, customers and peers using technology; whilst exercising discretion and judgment at all times and seeking supervisory direction as necessary.
- Undertake a variety of tasks in relation to copy production, dispatch, loading, unloading, data-entry, records management and related administrative duties.

## Key challenges

- Providing timely service and support that responds to the needs of the business centre and clients in a changing environment.

## Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Supervisors/Managers | • Consultation regarding difficult day to day enquiries and complex issues. |
| Team members, Client support staff and referral and support staff | • Communicate routine, day to day issues, seek information, give information, instruct on process and procedures, relay messages, request file retrievals, call referrals. |
| **External** | |
| Business Centre Clients | • Exchange factual information |
| Service Providers | • Advise on processes and procedures |
| Other public sector agencies/departments | • Clarify and seek information |

## Role dimensions

### Decision making

The role operates in accordance with established practices and procedures, in relation to the day-to-day delivery of administrative support services.

The role refers more complex enquiries to the supervisor for guidance.

## Reporting line

General Manager / Team Leader.

## Direct reports

Nil

## Budget/Expenditure

N/A

## Essential requirements

- Current driver's licence with willingness and ability to drive throughout NSW
- Current forklift licence, when required, and willingness to undertake forklift driving duties

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
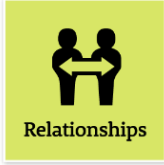
## Capabilities for the role

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**.
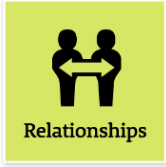
### Focus capabilities

*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 |
| Personal Attributes | **Manage Self**<br>Show drive and motivation, an ability to self-reflect and a commitment to learning | • Be willing to develop and apply new skills<br>• Show commitment to completing assigned work activities<br>• Look for opportunities to learn and develop<br>• Reflect on feedback from colleagues and stakeholders | Foundational |
| Relationships | **Communicate Effectively**<br>Communicate clearly, actively listen to others, and respond with understanding and respect | • Speak at the right pace and volume for diverse audiences<br>• Allow others time to speak<br>• Listen and ask questions to check understanding<br>• Explain things clearly using inclusive language<br>• Be aware of own body language and facial expressions<br>• Write in a way that is logical and easy to follow | Foundational |

| FOCUS CAPABILITIES | | | |
|---|---|---|---|
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| | | • Use various communication channels to obtain and share information | |
| 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<br>• Help customers understand the services that are available<br>• Take responsibility for delivering services that meet customer requirements<br>• Keep customers informed of progress and seek feedback to ensure their needs are met<br>• Show respect, courtesy and fairness when interacting with customers<br>• Recognise that customer service involves both external and internal customers | Foundational |
| Results | **Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions | • Ask questions to explore and understand issues and problems<br>• Find and check information needed to complete own work tasks<br>• Identify and inform supervisor of issues that may have an impact on completing tasks<br>• Escalate more complex issues and problems when these are identified<br>• Share ideas about ways to improve work tasks and solve problems<br>• Consider user needs when contributing to solutions and improvements | Foundational |
| Business Enablers | **Technology** Understand and use available technologies to maximise efficiencies and effectiveness | • Display familiarity and confidence when applying technology used in role<br>• Comply with records, communication and document control policies<br>• 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 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** | 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 |
| | 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 project planning, coordination and control methods | Foundational |