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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corrective Services NSW, Custodial Corrections (Various) |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | Generic |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1137173 |
| **Date of Approval** | 5 May 2022  | **Ref: CS0344** |
| **Agency Website** | www.dcj.nsw.gov.au |

# 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.

# Primary purpose of the role

##### Provide high-level administrative support to the Custodial Directors, Custodial Corrections Branch. Develop and implement efficient and effective work practices and procedures to enhance the support services provided to the Custodial Directors.

# Key accountabilities

* Provide high-level administrative support and high-quality client service in a professional manner to support the Director’s core objectives.
* Deal with confidential matters requiring initiative, discretion, and sensitivity, either in person, in writing or by telephone.
* Support the successful operation of the office of the Custodial Directors by answering and screening telephone calls and inquiries in a professional and responsive manner, managing incoming and outgoing correspondence, managing the Director’s records, systems and databases, to ensure that all information is accurate, stored correctly and accessible as required.
* Recommend, implement and maintain effective administrative systems and procedures, in line with organisational standards, policies and procedures to improve the efficiency and effectiveness of administrative processes and practices and service delivery for the Director.
* Undertake a range of administrative and business services, including diary management and meeting support, preparation of routine correspondence and submissions, human resource process support, asset management, purchasing and vendor management, fleet management and travel arrangements in compliance with relevant legislation, policies and procedures.
* Gather and collate information to assist with the preparation of reports regarding business activities to meet the Custodial Director’s information needs and requirements.
* Assist with financial management processes, monitoring expenditure, checking of accounts payable, purchasing card (P Card) acquittal and reconciliation and preparing vouchers for payment for approval.

# Key challenges

* Building and maintaining effective working relationships both within and outside the Department.
* Manage work activities in a timely manner to provide a quality service and meet a number of concurrent day to day and cyclic issues in a high pressure and high volume work environment of competing stakeholder demands and changing work priorities.
* Respond to Custodial Director needs using initiative and judgment, exercise discretion and maintain confidentiality when handling sensitive issues or matters with significant implications.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Custodial Directors  | * For reporting and guidance and provision of expert advice on administrative and financial matters.
* Provide information and advice on workload status.
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| Senior Custodial Managers | * For exchanging operational information and for providing advice and services
 |
| Counterparts and peers at other correctional and corporate areas  | * For exchanging operational information and knowledge in relation to correctional administrative practise.
* Gathering information and respond to enquiries
 |
| **External** |  |
| Stakeholders and external providers | * Provide information and advice
* Monitor, direct and address enquiries
* Maintain network of both internal and external stakeholders
 |

# Role dimensions

## Decision making

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

##### The role holder uses their judgement when answering routine enquiries. More complex enquiries outside their knowledge capability will be referred to the Custodial Director.

## Reporting line

##### The role reports to the Custodial Director.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

##### Extensive experience providing high-level executive administrative support and client service.

# Essential requirements

##### Current Driver’s Licence and a willingness/ability to drive within NSW.

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](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 logo | **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 logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences
* Clearly explain complex concepts and arguments to individuals and groups
* Create opportunities for others to be heard, listen attentively and encourage them to express their views
* Share information across teams and units to enable informed decision making
* Write fluently in plain English and in a range of styles and formats
* Use contemporary communication channels to share information, engage and interact with diverse audiences
 | Adept |
| Relationships logo  | **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 |
| Results logo | **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 logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending
* Consider financial implications and value for money in making recommendations and decisions
* Understand how financial decisions impact the overall financial position
* Understand and act on financial audit, reporting and compliance obligations
* Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these
 | Intermediate |
| Business Enablers logo | **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 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 logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| 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 logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| 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 | Intermediate |
| Business Enablers logo |  |  |  |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |