

ROLE DESCRIPTION

Assistant Centre Administration Support Officer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	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.correctiveservices.dcj.nsw.gov.au	

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

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	<ul style="list-style-type: none"> • Consultation regarding difficult day to day enquiries and complex issues.
Team members, Client support staff and referral and support staff	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Exchange factual information
Service Providers	<ul style="list-style-type: none"> • Advise on processes and procedures
Other public sector agencies/departments	<ul style="list-style-type: none"> • 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 Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Be willing to develop and apply new skills• Show commitment to completing assigned work activities• Look for opportunities to learn and develop• Reflect on feedback from colleagues and stakeholders	Foundational
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Speak at the right pace and volume for diverse audiences• Allow others time to speak• Listen and ask questions to check understanding• Explain things clearly using inclusive language	Foundational

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow • Use various communication channels to obtain and share information 	
 <p>Relationships</p>	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers 	Foundational
 <p>Results</p>	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Ask questions to explore and understand issues and problems • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may have an impact on completing tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Consider user needs when contributing to solutions and improvements 	Foundational
 <p>Business Enablers</p>	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies 	Foundational

FOCUS CAPABILITIES



Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Comply with policies on the acceptable use of technology, including cyber security 	

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

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 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