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| **Portfolio** | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services / Infrastructure & Assets / Infrastructure Operations |
| **Location** | Tomaree Lodge, Port Stephens |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **Role Number** | TBC |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1222292 |
| **Date of Approval** | 18 November 2024  | **Ref: IA0163** |
| **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 in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The Aboriginal Site Services Officer provides administrative and support services to facilitate the operation of the Tomaree Lodge site, this role will work closely with the Aboriginal community, to make significant contribution in recognising the Aboriginal cultural heritage of Tomaree lodge.

# Key accountabilities

* Liaise with the local Aboriginal community to recognise the Aboriginal cultural heritage of Tomaree Lodge.
* Develop and maintain relationships with the Aboriginal community and key stakeholders to successfully deliver support services to the community by communicating respectfully with Aboriginal communities in a culturally sensitive way.
* Provide a range of site administration and support services, including wayfinding, coordination of visitor access (including tradespeople), meeting and event support, to support the effective operation of the Tomaree Lodge site.
* Monitor and record any maintenance requests as per established Departmental systems and processes.
* Undertake basic financial and procurement transactions.
* Monitor and report any security incidents or concerns via the established Departmental systems and processes.
* Conduct site safety inductions and site orientations for approved contractors and visitors to the site.
* Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information.
* Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.

# Key challenges

* Delivering multiple site administrative support activities and services in line with agreed standards, timeframes and milestones, given the need to maintain accuracy and attention to detail.

# Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Director/Manager | * Escalate issues and provide updates
 |
| Work team | * Participate in meetings, share information and provide input on issues
 |
| Staff | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
 |
| **External** |  |
| Clients and visitors to the site | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
 |

# Role dimensions

## Decision making

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

## Reporting line

The role reports to the Manager.

## Direct reports

 Nil

## Budget/Expenditure

Nil

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# Key knowledge and experience

* Knowledge of Aboriginal/Torres Strait Islander cultures and communication protocols.
* Awareness and understanding of the sensitivities of Aboriginal culture and current issues affecting Aboriginal communities.
* Experience providing hospitality or customer-focused service.
* Experience in undertaking site administration and support.
* Foundational skills in computer software and data entry.
* Ability to work independently or as part of a team.

# Essential requirements

As an Identified role, this role is open only to Aboriginal and/or Torres Strait Islander persons, Australia’s First Nations people.

Where a position is identified, an applicant’s race is a genuine occupational qualification and authorised by Section 14(d) of the *Anti-Discrimination Act 1977*.

There are two alternatives to confirming your Aboriginality, one of which must be uploaded to be considered for the role as follows. **Either will be accepted:**

Confirmation of Aboriginality form

or

Written confirmation from 2-3 Aboriginal organisations within the community in which you live/work, which addresses the three criteria listed below:

* is of Aboriginal and/or Torres Strait Islander descent, and
* identifies as an Aboriginal and/or Torres Strait Islander person, and
* is accepted as a such by the Aboriginal and/or Torres Strait Islander community.
* Ability to work some weekends on a roster basis and occasional travel to other sites within the region.
* Current C-class NSW Drivers Licence.

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 | **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 |
| 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 | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek clarification when unsure of work tasks
* Complete own work tasks under guidance within set budgets, timeframes and standards
* Take the initiative to progress own work
* Identify resources needed to complete allocated work tasks
 | Foundational  |
| 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 | Intermediate |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| 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 logo |  |  |  |
| 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 |
| Business Enablers logo |  |  |  |
| 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 | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |