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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Shared Services and Customer Experience |
| **Location** | Parramatta/Liverpool/Goulburn |
| **Classification/Grade/Band** | Clerk Grade 1/2 |
| **Role Number** | TBC |
| **ANZSCO Code** | 551311 |
| **PCAT Code** | 1224149 |
| **Date of Approval** | 18 December 2018 | **Ref: CJSS 013** |
| **Agency Website** | www.dcj.nsw.gov.au |

***This role description applies to multiple roles across DCJ. 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.

**Primary purpose of the role**

The Service Assistant supports service delivery in HR Shared Services, Finance Shared Services, Service Management Assurance and, Customer and Office Services. Support includes data entry in multiple systems, registers and data bases, word processing, records management and meeting support.

**Key accountabilities**

* Prepare routine documents in word processing software, ensuring the timely delivery of accurate and well-presented information.
* Enter data into data bases and validate automated data capture ensuring the timely delivery of accurate entries.
* Scan, file and retrieve government records in the electronic document and record management system and the government repository following work instructions consistent with policy, procedures and legislation
* Maintain registers and spreadsheets, including phone, email and contact lists
* Arrange and support teleconferences, videoconferences and meetings
* Provide a professional, courteous and confidential service to colleagues, vendors and visitors.

**Key challenges**

* Maintaining current knowledge of procedures in multiple systems
* Working in a high volume environment with competing priorities and tight deadlines

**Key relationships**

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Service Officer  | * Escalate issues, keep Line manager informed
* Advise and receive instructions
 |
| Work Team | * Participate in meetings to share information and provide input on issues
 |
| **External** |  |
| Clients/Customers | * Respond to queries where possible, or redirect relevant party for view and resolution
* Contribute to client-focused approach to service provision
 |

**Role dimensions**

**Decision making**

 Services Assistant works following established practices and procedures to support the day to day delivery services. The role will have some independence in the way their work is prioritised and undertaken. Sensitive or complex items are referred to the Supervisor.

**Reporting line**

The role reports to the relevant Senior Service Officer

**Direct reports**

Nil

**Budget/Expenditure**

Nil

**Essential requirements**

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 | * Behave in an honest, ethical and professional way
* Build understanding of ethical behaviour
* Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation
* Speak out against misconduct and illegal and inappropriate behaviour
* Report apparent conflicts of interest
 | Foundational  |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English
* Clearly explain and present ideas and arguments
* Listen to others to gain an understanding and ask appropriate, respectful questions
* Promote the use of inclusive language and assist others to adjust where necessary
* Monitor own and others’ non-verbal cues and adapt where necessary
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * 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  |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role
* Comply with records, communication and document control policies
* 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 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 | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| 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 |  |  |  |
| 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 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 | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |