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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Strategy Policy & Commissioning / FACSIAR |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 3/ 4  |
| **Role Number** | TBC |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1117191 |
| **Date of Approval** | 9 April 2021 | **Ref: FAC 002** |
| **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.

# Primary purpose of the role

Provide proficient administrative and clerical support to the project team / officer.

# Key accountabilities

* Assist project team / officer with a range of administrative and clerical processes relating to projects, including filing and records management, mail receipt and sorting, maintenance of registers, photocopying, compilation of manuals and reports.
* Undertake research to assist the project team / officer.
* Prepare correspondence and reports.
* Collate, interpret, manage and disseminate information to support project development and implementation.
* Coordinate meetings including preparing agendas, organising venues and catering and distributing minutes to contribute to the smooth running of meetings.
* Respond to incoming enquiries (over the phone or face to face), providing information and referring enquiries in an effective and responsive manner.
* Maintain filing, record and data systems to ensure they are accurate, accessible and secure.

# Key challenges

* Meeting deadlines within agreed timeframes.
* Adapting to frequent change to workload and processes.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Management  | Provide information and advice on the status workload  |
| Other Staff within the immediate unit or organisation | Provide and receive information and advice relating to the project/s |
| **External** |  |
| Stakeholders, other agencies and community | Provide information and advice Maintain network of both internal and external stakeholders |

# Role dimensions

## Decision making

The role has autonomy in coordinating and managing their work. The Project Support Officer makes decisions on matters under their direct control.

The occupant of the role may consult with the Senior Project Officer / Project Manager on more complex matters.

## Reporting line

The role reports to the Senior Project Officer/Project Manager.

## 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 | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * 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 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 | **Project Management**Understand and apply effective planning, coordination and control methods | * Understand project goals, steps to be undertaken and expected outcomes
* Plan and deliver tasks in line with agreed project milestones and timeframes
* Check progress against agreed milestones and timeframes, and seek help to overcome barriers
* Participate in planning and provide feedback on progress and potential improvements to project processes
 | 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 |
| 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 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 |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |