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| --- | --- | --- |
| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services / Infrastructure & Assets | |
| **Location** | TBC | |
| **Classification/Grade/Band** | Clerk Grade 5/6 | |
| **Role Number** | Various | |
| **ANZSCO Code** | 442216 | |
| **PCAT Code** | 1222292 | |
| **Date of Approval** | 6 May 2025 | **Ref: IA0177** |
| **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 Maintenance Support Officer undertakes a range of research, analysis, reporting, implementation and administrative activities to support the development and delivery of the maintenance programs of work, in line with established business objectives.

# Key accountabilities

* Provide a range of financial, administrative and support services to meet the business needs of the team/unit.
* Update and collate documentation and records regarding relevant issues, policies and practices to ensure the delivery of maintenance programs comply with maintenance and department policies and procedures.
* Assist the maintenance and project teams to complete tasks in accordance with project plans to ensure agreed outcomes are achieved.
* Recommend and implement changes and adaptations which improves the efficiency and effectiveness of processes and/or enhance the quality of outcomes derived from these processes.
* Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible
* Undertake basic research and analysis in assigned programs that contribute to support informed decision making and planning.
* Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information to the team, service providers and suppliers.

# Key challenges

* Balancing competing demands and stakeholder requirements effectively to ensure key maintenance deliverables are met within the required timeframes, and in alignment with department standards, policies and procedures.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Associate Director Business Partner Infrastructure Operations | * Provide administrative and operational support services to support the efficient operations of the business * Escalate issues and proposed solutions. |
| Work team | * Provide support to the team and work collaboratively to contribute to achieving the team’s business outcomes. |
| Stakeholders | * Develop and maintain effective working relationships and open channels of communication. * Exchange information and respond to enquiries. |
| **External** |  |
| Service Partner | * Develop and maintain effective working relationships and open channels of communication. |
| Customers/suppliers | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues. |

# Role dimensions

## Decision making

## The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The occupant of the role may consult with the Line Manager on more complex matters.

## Reporting line

## The role reports to the relevant Manager.

## Direct reports

Nil.

## Budget/Expenditure

Nil.

# Key knowledge and experience

* Demonstrated capability to review and thoroughly analysing information, ensuring accuracy and completeness. Skilled in identifying inconsistencies, errors, and areas for improvement to uphold high quality standards.
* Proven experience in financial and administrative support services.

# Essential requirements

* Current NSW Drivers Licence with ability and willingness to drive throughout NSW. This role may involve overnight stays.

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 | | **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 | | **Work Collaboratively**  Collaborate with others and value their contribution | * Build a supportive and cooperative team environment * Share information and learning across teams * Acknowledge outcomes that were achieved by effective collaboration * Engage other teams and units to share information and jointly solve issues and problems * Support others in challenging situations * Use collaboration tools, including digital technologies, to work with others | | | 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 |
| Results logo | | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity * Research and analyse information to make recommendations based on relevant evidence * Identify issues that may hinder the completion of tasks and find appropriate solutions * Be willing to seek input from others and share own ideas to achieve best outcomes * Generate ideas and identify ways to improve systems and processes to meet user needs | | | Intermediate |
| Business Enablers logo | | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand that government services budgets are limited and must only be used for intended purposes * Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information * Be aware of financial delegation principles and processes * Understand basic compliance obligations related to using resources and recording financial transactions | | | Foundational | |
| Business Enablers logo | | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | * Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management * Develop well-written, well- structured procurement documentation that clearly sets out the business requirements * Monitor procurement and contract management processes to ensure they are open, transparent and competitive * Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance * Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles * Escalate procurement and contract management issues, where required | | | Adept |

# 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 | Intermediate |
| Relationships logo |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| 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 |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |