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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Sheriff’s Office | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 3/4 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 531111 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 13 March 2024 | **Ref: SO 0040** |
| **Agency Website** | www.dcj.nsw.gov.au | |

# 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 Senior Client Service Officer provides administrative and support services to facilitate the operation of the NSW Sheriff and Justice Academy, an Enterprise Registered Training Organisation (‘RTO’).

This role also includes service delivery to the on-site accommodation and educational facilities and support for events of a departmental, public or private nature to meet the business operational needs.

# Key accountabilities

* Commitment to customer service by providing high quality services to external and internal clients of the NSW Sheriff and Justice Academy.
* Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, to support the effective operation of the NSW Sheriff and Justice Academy.
* Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making.
* Undertake Vocational Education and Training quality assurance and compliance tasks to assist the NSW Sheriff and Justice Academy in meeting its regulatory requirements as a Registered Training Organisation.
* Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
* 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.
* Contributes to the development and implementation of initiatives that aim to improve work practises.

# Key challenges

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

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | Receives guidance in work practices, more difficult and sensitive matters and performance feedback. |
| Team members | To provide guidance, advice and support to team members within the business unit and shares information, set goals and priorities as well as provide feedback on performance. |
| **External** |  |
| Internal/External Stakeholders | 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 customer service and administrative support services within the constraints of policies, procedures, guidelines, directives and deadlines. The role is responsible for identifying workload, setting priorities and allocating work to team members.

The role seeks guidance, direction and advice from the Chief Superintendent – Learning and Development Manager in relation to more complex matters and/or matters beyond their experience.

## Reporting line

The role reports directly to the Chief Superintendent – Learning and Development Manager.

## Direct reports

## Nil

## Budget/Expenditure

Nil

# Essential requirements

# Experience in providing administration or client service within a Registered Training Organisation, or adult education environment.

# Certificate IV in Business Administration, equivalent experience, or willingness to obtain within 12 months.

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 | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | * Be flexible and adaptable and respond quickly when situations change * Offer own opinion and raise challenging issues * Listen when ideas are challenged and respond appropriately * Work through challenges * Remain calm and focused in challenging situations | | | Intermediate | |
| Personal Attributes logo | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way * Support a culture of integrity and professionalism * Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct * Recognise and report misconduct and illegal and inappropriate behaviour * Report and manage apparent conflicts of interest and encourage others to do so | | | | Intermediate | |
| 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 | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required * Complete work tasks within set budgets, timeframes and standards * Take the initiative to progress and deliver own work and that of the team or unit * Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals * Identify any barriers to achieving results and resolve these where possible * Proactively change or adjust plans when needed | | | | Intermediate | |
| 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 |  |  |  |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| 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 | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| 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 |