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| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Corrections Industry and Capacity Group / Corrective Services Industries (CSI) |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **Role Number** | 28512, 20157 |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1227173 |
| **Date of Approval** | 5 November 2020 | **Ref: CS0395** |
| **Agency Website** | www. correctiveservices.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

# Primary purpose of the role

The Administration Officer provides administrative and support services to facilitate the operation of Corrective Services Industries

# Key accountabilities

* Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit
* 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
* 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

# 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
* Consistently performing to a high standard in a busy and complex work environment

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues and provide updates
 |
| Industries Staff | * Participate in meetings, share information and provide input on issues
* Work as a collaborative team member
* Communicate routine issues, seek and provide information and guidance on processes and procedures, relay messages, request file retrievals
 |
| Clients/customers | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
 |
| **External** |  |
| Customers/suppliers | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
 |
| Inmates in clerical positions | * Provide training, guidance and advice on procurement procedures, policies and controls
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# Role dimensions

## Decision making

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

## Reporting line

The role reports to –Industry Manager

## Direct reports

## Nil

## Budget/Expenditure

# Nil

# Key knowledge and experience

# Use of business systems, such as MS Word, MS Excel, MS Access, Pronto, EDRMS, SAP.

# Essential requirements

Current Driver Licence and preparedness to drive a vehicle in the course of performing the roles.

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  |
|  | **Plan and Prioritise**Plan anc achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team/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 impact on the achievement of team/unit goals
* Accommodate and respond with initiative to changingpriorities and operating environments
 | 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 |  |  |  |
| 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 | 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 |  |  |  |
| 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 |