

Role Description

Executive Assistant



Cluster	Planning, Housing & Infrastructure
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Various
Role number	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	521111
PCAT Code	1227173
Date of Approval	6 December 2023
Agency Website	www.dpie.nsw.gov.au/nsw-reconstruction-authority

Agency overview

The NSW Reconstruction Authority (the RA) is a statutory corporation within Planning & Environment. The RA will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the RA will complete critical planning and preparation with communities, businesses, and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities, and other stakeholders.

Primary purpose of the role

The Executive Assistant provides executive, secretariat, and project support services to the Senior Executives. The role manages communications, engagements and diary commitments, provides advice and implements strategies to support achieving the Authority's strategic and operational objectives.

Key accountabilities

- Assess and prioritise requests to facilitate the optimal use of the Senior Executive's time
- Prepare, manage, and review communications and correspondence including briefings, reports and submissions to ensure the comprehensiveness, accuracy, and timeliness of written information
- Act as the Executive point of contact and liaise with stakeholders to coordinate requests, actions and responses
- Keep abreast of government and agency strategic and operational initiatives, identifying and triaging emerging issues
- Coordinate ad-hoc projects on behalf of the Senior Executive
- Collaborate with executives to identify emerging and high priority organisational issues that require consideration by the Senior Executives
- Develop and manage key relationships, including with Ministers' offices, the agency's executive committee and across government agencies
- Provide leadership and guidance to the executive support team to maximise the effectiveness of the support function across the agency

Key challenges

- Manage competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and discretion
- Liaise appropriately with a range of internal and external stakeholders with an understanding of their interests and relationship with relevant projects or programs
- Exercise discretion and judgement to prioritise and organise access and information flow to the Senior Executives

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Participate in discussions and decisions; escalate issues and propose solution; receive guidance and provide regular updates on key projects, issues and priorities
Agency Heads, Senior Executives	<ul style="list-style-type: none"> • Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions
Stakeholders	<ul style="list-style-type: none"> • Manage the flow of information, seek clarification and provide advice and responses • Develop and maintain effective working relationships and open channels of communication
External	
Stakeholders	<ul style="list-style-type: none"> • Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes

Role dimensions

Decision making

- The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation.
- Submits reports, analyses, briefings and other forms of written advice in final form with minimal input required from the executive or manager.
- In matters that are sensitive, high-risk, or business-critical, the role consults with team members and manager to agree on a suitable course of action.

Reporting line

Senior Executive

Direct reports

N/A

Budget/Expenditure

- Financial Delegation: As per agency financial delegations.
- Administrative Delegation: As per agency delegations' manual.

Knowledge and experience

- Previous experience delivering high level executive, secretariat and project support services.

Essential requirements

- Tertiary qualification and/or relevant knowledge and experience.


Capabilities for the role



The [NSW public sector 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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance	Adept

 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Demonstrate and maintain a high level of personal motivation • 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
	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • 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
 <p>Results</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards 	Intermediate

		<ul style="list-style-type: none"> • 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 	
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly 	Adept
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • 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 are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability Name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate

 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Relationships	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Results	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 planning, coordination and control methods	Intermediate