

ROLE DESCRIPTION

Administration Officer (Security and Custody)

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Security and Custody/ Generics	
Location	Various	
Classification/Grade/Band	Clerk Grade 3/4	
Role Number	various	
ANZSCO Code	531111	
PCAT Code	1127173	
Date of Approval	11 March 2024	Ref: CS0654
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 centers 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 undertakes the delivery of a range of administrative, accounts and purchasing services to facilitate the operations of the Branch.

Key accountabilities

- Undertake, with minimal supervision, individually or as part of a work team, a range of administrative support and services including financial, purchasing, accounts, stores and asset management, records management, meeting and event support.
- Provide high level clerical and administrative support and services to internal and external clients, such as, consultation with NSW Police and other external stakeholders.
- Create, compile and distribute documents for effective operation of the work area in accordance with legislation, policy and practice.
- Act as a point of contact in relation to the activity being undertaken, to ensure enquiries are addressed, resolved and/or re-directed for resolution.
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures

- Follow administrative systems and processes to ensure that all information is accurate, stored correctly and accessible only by authorised personnel.
- Maintain strict confidentiality and integrity over sensitive information.

Key challenges

- Consistently perform to a high standard in a busy and complex work environment.
- Delivering multiple administrative, accounts and purchasing support activities and services in line with agreed standards and timeframes.
- Maintaining accuracy and attention to detail in a high volume work environment.

Key relationships

Who	Why
Internal	
Supervisor / Manager	• Escalate issues and provide updates, , seek advice and guidance regarding difficult enquiries and complex issues.
Work team	• Work as a collaborative team member. • Communicate on routine basis, day to day issues, seek and share information, for advice and guidance on process and procedures, relay messages, participate in meetings and provide input on issues.
Clients/customers	• Communicate and build effective relationships • Address and/or escalate requests • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.
External	
Customers/suppliers	• Coordinate the supply of goods and services • Address and /or escalate requests
NSW Police and external stakeholders	• Liaise with NSW Police and other relevant Law Enforcement Agencies.

Role dimensions

Decision making

The role operates without close supervision, within the specific authorities and / or limitations as per organisational practice or the directions given by the Supervisor / Manager. The position 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

This position reports to Supervisor / Manager.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Current driver's licence and preparedness to drive a vehicle in the course of performing the role.

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](#) 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	• 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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	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	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
 Relationships	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	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	Foundational

FOCUS CAPABILITIES

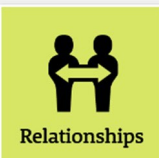
Capability group/sets	Capability name	Behavioural indicators	Level
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	- Take the initiative to progress own work - Identify resources needed to complete allocated work tasks	Intermediate
		- Demonstrate a sound 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	

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	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
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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
	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