

ROLE DESCRIPTION

Business Administration

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Aboriginal Housing Office	
Location	Various	
Classification/Grade/Band	Clerk Grade 3/4	
Role Number	TBA	
ANZSCO Code	531111	
PCAT Code	1227173	
Date of Approval	16 October 2023	Ref: Gen 0005
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.

Aboriginal Housing Office overview

The Aboriginal Housing Office (AHO) is a statutory body established under the Aboriginal Housing Act 1998 (NSW) to ensure Aboriginal and Torres Strait Islander people have access to affordable, quality housing.

The AHO is governed by an all-Aboriginal Board, which provides advice to the Minister for Water and Minister for Housing in NSW. In addition, the AHO manages and coordinates an annual capital works program, along with developing and implementing financial and resourcing strategies.

Underpinning all planning is a strong commitment to the principles of self-determination and self-management, articulated through inclusive, fully consultative planning. At the same time, the AHO actively promotes employment opportunities for Aboriginal people, both within the AHO and through opportunities for tradespeople and trainees with contracted Aboriginal and non-Aboriginal building companies.

Underpinned by an all-Aboriginal Board providing advice to the Minister, the AHO provides housing assistance for Aboriginal and Torres Strait Islander people and an increased range of housing choices, especially for those members of the community most in need. The AHO plans, administers, and expands the policies, program and asset base for Aboriginal housing in NSW.

Primary purpose of the role

Provide effective administrative and office services support to facilitate the smooth operation of the business unit and the delivery of its services.

Key accountabilities

- Provide a range of administrative activities and office services that contribute to the efficient and effective operation of the team/unit that supports delivery of services to AHO clients.
- Manage and process business information in accordance with standards and guidelines to ensure all information is accurate, stored correctly and accessible as required.
- Use relevant technology to prepare documentation and presentation material to support business unit managers and directors.
- Implement and maintain effective administrative systems and processes and make recommendations to improve efficiency and better support the business unit in delivering services.
- Manage business unit filing systems in accordance with standards and guidelines, by creating, storing, retrieving and tracking files to ensure accuracy and security of information.
- Build and maintain relationships with other business areas to effectively arrange and set-up for meetings and manage the flow of business information and activities.
- Provide support and assistance to other members of the administration team as required, to ensure efficient and effective functioning of the team.
- Provide customer service and reception duties as required, to act as a first point of contact for the business unit to ensure issues are resolved or escalated appropriately.

Key challenges

- Balancing requests for information, multiple work tasks and competing deadlines in an environment with fluctuating demands.
- Liaising appropriately with a range of internal and external stakeholders with an understanding of their interests and relationship with relevant projects or programs.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues and provide updates
Work team	<ul style="list-style-type: none">• Participate in meetings, share information and provide input on issues
Clients/customers	<ul style="list-style-type: none">• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
Customers/suppliers	<ul style="list-style-type: none">• 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 administrative support services within the constraints of policies, procedures, guidelines, directives and deadlines.

Reporting line

The role reports to Manager/ Team Leader - TBC

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

Essential requirements

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• 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	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult <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
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • 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
 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 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	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	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	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
Results	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
Business Enablers	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

