

ROLE DESCRIPTION

Senior Executive Assistant

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Office of the CEO	
Location	TBA	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	50013843	
OSCA Code	522231	
PCAT Code	1221591	
Date of Approval	4 December 2023	Ref: Homes 006
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.

Homes NSW overview

The NSW Government is determined to make NSW a place where everyone has access to safe and secure housing, and where experiences of homelessness are rare, brief and non-recurring.

Homes NSW is a division of the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice, the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW.

As a single division, we are streamlining services to ensure we meet the needs of the people we support, with empathy, efficiency and effectiveness. We are elevating the voice of people with lived experience of social housing, housing services and homelessness.

We strive for excellence in service delivery and partner with all levels of government, sector and communities to address the housing crisis.

Most importantly, Homes NSW puts people at the heart – including our staff. Working for us means you are joining a division where your expertise and skills will be valued.

Primary purpose of the role

The Senior Executive Assistant provides a range of executive, secretarial and administrative support services across a range of complex issues to support the Senior Executive/s achievement of organisational objectives.

Key accountabilities

- Act as the Senior Executive/s point of contact, analyse and assess requests in order to prioritise matters, and initiate action exercising discretion and maintaining confidentiality to facilitate the optimal use of the Executive's time

- Manage the Executive's diary appointments, records and correspondence, coordinate travel arrangements and schedule and support meetings to facilitate the effective management of the Executive's operational area/directorate/division
- Prepare, coordinate and review high level communication including submissions, briefing notes and correspondence, to respond to issues and enquiries
- Research, collate and coordinate reports, advice and briefings on complex policy and operational matters to support informed decision making and planning
- Monitor, implement and evaluate administrative practices, systems and procedures within the operational area/directorate/division to optimise efficiency and support the delivery of quality outcomes

Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion

Key relationships

Who	Why
Internal	
Manager	• 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	• Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions
Stakeholders	• 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	• Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes

Role dimensions

Decision making

This role:

- Has a high level of autonomy and is accountable for the delivery of work assignments and projects on time, and to expectations in terms of quality, deliverables and outcomes
- Submits reports, analyses, briefings and other forms of written advice in final form with minimal input required from the executive.

Reporting line

The role reports to the Senior Executive Officer

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

Experience in providing executive support at a senior level.

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• Represent your 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 • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate	Adept
 Personal attributes	Manage Self Be persistent, self-reflect and commit to learning.	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect.	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	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.	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and business unit's goals and set work tasks that contribute to meeting them • Set and develop team goals and plans, and use feedback to inform planning • Respond proactively to changing circumstances and adjust your plans when necessary • Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals • Adapt and respond proactively when priorities and work environments change	Intermediate
 Business enablers	Technology Understand and use available technology 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 • Use records, information and knowledge management systems effectively	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level

- Support system improvement initiatives and new technology when it is deployed
- Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate

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
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate

 Relationships	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	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 Business enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate