

ROLE DESCRIPTION

Business Support Officer (Community Renewal Team)

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Portfolio	
Location	Airds, and/or Claymore	
Classification/Grade/Band	Clerk Grade 3/4	
Role Number	TBA	
ANZSCO Code	531111	
PCAT Code	1127292	
Date of Approval	April 2025	Ref: HPORT 131
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 Business Support Officer is responsible for providing specific business unit and administrative support to the Community Renewal Team.

The Community Renewal Team facilitates strategic opportunities and contributes to community programs, initiatives, and community partnerships that improve the community's cultural diversity,

support and engage disadvantaged groups in the community, and strengthen communities within HOMES NSW Delivery Division.

Key accountabilities

- Coordinate and deliver timely and accurate administrative and reporting services to stakeholders.
- Provide systems and project management support to the team, and liaise with stakeholders to resolve issues and system fixes and as needed.
- Provide advice, support, analysis, issues management and process awareness to stakeholders (as required) to support the Community Renewal Team in effectively and efficiently fulfil internal and external reporting requirements.
- Refine, create and apply business unit administrative and support policies, processes, practices and systems effectively and efficiently in the completion of tasks including; document management, system training and project documentation and reporting eg. One System, SAP, Content Manager, Adobe programs.
- Provide secretarial support to the Director to meet defined objectives, including travel, stationary, briefing notes, reports and document compilation.
- Support and manage the end-to-end financial and invoicing, goods receipting and purchase order process for the unit with internal and external stakeholders.

Key challenges

- Prioritisation of competing internal and external work demands given the diverse range of issues encountered simultaneously to be resolved with the defined time-frames.
- Ensuring the Community Renewal Team practices, systems and processes are compliant and fit for purpose to support the team to deliver quality and timely reporting on behalf of the Delivery Division North and South.
- Navigating different systems and software programs to complete work required by the Community Renewal Team and ensure accuracy of data and information.

Key relationships

Who	Why
Internal	
Project Manager	<ul style="list-style-type: none">• Receive overall direction and work priorities• Provide advice and contribute to decision making regarding projects and issues• Escalate issues and propose solutions• Receive guidance and provide regular updates on projects, issues and priorities.
Stakeholders	<ul style="list-style-type: none">• Build and maintain collaborative relationships with key internal stakeholders.• Engage with other teams inside the organisation to support and facilitate reporting requirements.

Who	Why
External	
Stakeholders	<ul style="list-style-type: none"> Engages with, builds and maintains effective working relationships.
Consultants	<ul style="list-style-type: none"> Supports the procurement and briefing of expert external consultants

Role dimensions

Decision making

The role:

- Works with some supervision to set own priorities in line with agreed program of work
- Determines own actions taken within government and legislative policies and ensuring quality control in implementation of own workload.

Reporting line

Project Manager, Community Renewal Team

Direct reports

Nil

Budget/Expenditure

As per financial and administrative delegation instruments

Essential requirements

Relevant qualification in a relevant discipline or equivalent experience.

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• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult	Intermediate
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts• Respond to others who need clarification or guidance on the job• Step in to help others when workloads are high• Keep the team and supervisor informed of work tasks• Use appropriate approaches, including digital technologies, to share information and collaborate with others	Foundational

	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> • Understand that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations related to using resources and recording financial transactions 	Foundational
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	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	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational