ROLE DESCRIPTION

Administration Assistant

Cluster	Stronger Communities
Department	Department of Communities and Justice
Division/Branch/Unit	Corrective Services NSW / Corrections Industry and Capacity Group / Corrective Services Industries (CSI)
Location	Windsor
Classification/Grade/Band	Clerk Grade 1/2
Role Number	17967, 25963
ANZSCO Code	531111
PCAT Code	1117172, 1137172
Date of Approval	18 February 2020 **Ref: CS0347**
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.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Administrative Assistant provides support services to administrative staff and other team members to enable the efficient operation of the team/unit.

Key accountabilities

- Provide administrative services including filing, mail receipt and sorting, maintenance of registers, routine purchasing, meeting and event support, photocopying, and creating and compiling documents to support the effective operation of the team/unit
- Collect and compile information to support the development of documentation and reports
- Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of accurate information
- Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly and accessible

Key challenges

- Delivering accurate and consistent work within a high volume environment

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, provide updates and clarify instructions
Work team	• Participate in meetings, share information and provide input on issues
Clients/customers	• Respond to queries where possible, or redirect
External	
Customers/suppliers	• Respond to queries where possible, or redirect

Role dimensions

Decision making

The role will work in accordance with established practices and procedures, in relation to the day-to-day delivery of administrative support services. The role will have some independence in the way their work is prioritised and undertaken. The role refers more complex enquiries to the appropriate area and seeks guidance from the supervisor for problems which cannot be resolved by standard practice and procedures.

Reporting line

The role reports to the Manager/ Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

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	• Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers	Foundational
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 • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks	Foundational

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational

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	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	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

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
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	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational