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| **Cluster** | Climate Change, Energy, The Environment and Water |
| **Agency** | Department of Climate Change, Energy, the Environment and Water (DCCEEW) |
| **Division/Branch/Unit** | National Parks & Wildlife Service |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **Role Number** | Generic |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1127292 |
| **Date of Approval** | April 2023 (updated Jan 2024; January 2022; April 2021; November 2020; and September 2017) |
| **Agency Website** | [www.dcceew.nsw.gov.au](http://www.dcceew.nsw.gov.au) & www.nationalparks.nsw.gov.au |

*Ensuring a sustainable NSW through climate change and energy action, water management, environment and heritage conservation and protection.*

**Who we are**

The NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW) works to protect the state’s environment and heritage. It leads the way on climate change, driving the sustainable transition to a net zero economy, powered by affordable, reliable, and clean energy.

NSW DCCEEW conserves and protects the state’s natural environment. It manages the NSW national park estate, including its rich and diverse biodiversity and Aboriginal cultural heritage for future generations. DCCEEW also ensures sustainable management of water resources across the state, to support the environment, communities and industry.

We acknowledge the ongoing custodial responsibilities of the Aboriginal peoples of NSW to care for Country and water and are committed to establishing meaningful partnerships with Aboriginal peoples in the management of the environment.

**National Parks & Wildlife Service overview**

National Parks & Wildlife Service (NPWS) is one of the world’s oldest and most respected national parks agencies.  We manage more than 890 national parks and reserves, covering over 7.6 million hectares or 9.5% of the landmass of NSW ranging from rainforests and towering eucalypt forests to rich woodlands, spectacular deserts and precious alpine systems. We deliver effective conservation for our biodiversity and cultural heritage and provide world class visitor experiences for the whole community to enjoy. We carry out fire management, threatened species conservation, land and infrastructure management, sustainable tourism and visitation, and research and education programs. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

Primary purpose of the role

The Administrative Support Officer provides quality customer service and administrative support services and supervision to enable the timely and efficient delivery of business initiatives to agreed standards.

# Key accountabilities

* Provide a range of administrative support services such as records management, diary management, financial administration, routine correspondence, meeting and event coordination, HR administration, reporting support to deliver quality services and support the achievement of business objectives.
* Provide customer service including responding to enquiries, providing visitor experience information and handling routine customer requests.
* Provide meeting and event support including assisting and coordinating meetings, preparing and distributing agendas, papers, presentation material, transport, accommodation, catering and minute taking.
* Collect and compile information, prepare documentation and correspondence in line with quality and organisational requirements to support information flow and inform decision making in line with timeframes.
* Maintain and update office systems, databases, procedures and methods in line with standards, policies and procedures to improve the smooth operation of the unit.
* Complete routine financial transactions and purchasing services, ensuring compliance with standards and procedures.
* Update and maintain records and databases, complying with administrative systems and processes to ensure that all information is accurate, stored correctly and accessible.
* Support incident management activities such as fires and search and rescues.

Key challenges

* Managing competing demands and maintaining attention to detail to ensure administrative support is provided in a timely and efficient manner
* Maintaining up-to-date knowledge of the agency structure, functions, systems and processes, to enable efficient functioning of the unit
* Solving problems with a high level of discretion, diplomacy and judgement, given that issues are often sensitive.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise and receive instructions. |
| Work team/other staff | * Participate in meetings to provide input on work issues and share information * Support team and work collaboratively to contribute to achieving the team’s business outcomes. |
| Clients/customers | * Address queries and/or redirect to relevant party for review and resolution. |
| **External** |  |
| Customers/stakeholders | * Address queries and/or redirect to relevant party for review and resolution * Contribute to a client-focused approach to service provision * Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives to agreed quality standards within an environment of competing demands. |

# Role dimensions

## Decision making

The Administrative Support Officer operates with some autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor on work priorities, complex issues and all matters requiring a higher authority to determine and resolve.

## Reporting line

Various

## Direct reports

Varies across Branches/Areas

## Budget/Expenditure

Nil

Key knowledge and experience

* Experience in administration including experience in the use of computer based systems such as word processing, spreadsheet and records management systems.
* Knowledge of financial and human resource management procedures, policies and practices, and contract administration.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **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 |
|  | **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 |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Understand the team and unit objectives and align operational activities accordingly  Initiate and develop team goals and plans, and use feedback to inform future planning  Respond proactively to changing circumstances and adjust plans and schedules when necessary  Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals  Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
|  | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Consider financial implications and value for money in making recommendations and decisions  Understand how financial decisions impact the overall financial position  Understand and act on financial audit, reporting and compliance obligations  Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | Intermediate |
| **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | | Comply with basic ordering, receipting and payment processes  Apply basic checking and quality-control processes to activities that support procurement and contract management  Understand probity principles relating to purchasing | Foundational |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | | Clarify the work required, and the expected behaviours and outputs  Clearly communicate team members’ roles and responsibilities  Contribute to developing team capability and recognise potential in people  Recognise good performance, and give support and regular constructive feedback linked to development needs  Identify appropriate learning opportunities for team members  Create opportunities for all team members to contribute  Act as a role model for inclusive behaviours and practices  Recognise performance issues that need to be addressed and seek appropriate advice | 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 are 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 | 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 |
|  | 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 |
|  | 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 |
|  | Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Foundational |
|  | Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Foundational |