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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Aboriginal Strategy, Policy and Engagement** |
| **Role number** | **24062024** |
| **Classification/Grade/Band** | **Clerk Grade 5/6** |
| **ANZSCO Code** | **531111** |
| **PCAT Code** | **1127292** |
| **Date of Approval** | **June 2019 (updated 15 January 2021; September 2024)** |
| **Agency Website** | **https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure** |

# Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

The Aboriginal Strategy, Policy and Engagement (ASPE) division focuses on bettering outcomes with and for Aboriginal peoples, communities and entities in NSW. ASPE centralises the coordination of Aboriginal outcomes to maximise the prosperity of Aboriginal communities through approaches that unify our organisation, response and representations which protect the cultural rights and interests expressed by the communities we seek to serve.

Primary purpose of the role

The Executive Support Officer undertakes a range of project support, administrative and meeting coordination activities for the development and delivery of key strategic projects to support stakeholder engagement within the division and the broader business.

# Key accountabilities

* Provide a range of administrative and support services, including records management, routine correspondence, financial transactions and purchasing services, and meeting and event coordination to support the effective operation of the division.
* Assist project teams to complete tasks and update project plans, including collating documents and records regarding relevant issues to ensure projects comply with agreed project methodologies and that agreed outcomes are achieved.
* Collect and compile information for, and prepare quality documentation and correspondence in line with organisational requirements, to support information flow and inform decision making.
* Respond to enquiries and escalate and redirect issues as required to ensure the provision of accurate information.
* Undertake basic research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning.
* Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.
* Undertake activities in a supervised and structured environment in the field, as required by the business, ensuring that all aspects of work are undertaken in compliance to WHS policy.
* Contribute to the development and enhancement of processes and procedures in order to achieve divisional indicators and organisational priorities.

Key challenges

* Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
* Exercising diplomacy and judgement when liaising with representatives of peak government and non-government bodies, and key industry participants.
* Demonstrated ability to communicate sensitively and effectively with, and understand issues impacting on, Aboriginal peoples, communities and entities in NSW.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Executive Director | * Provide executive assistance.
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| Director and Division Directors  | * Establish and maintain effective working partnerships
* Provide accurate and timely advice on priorities and reporting
* Support in gaining input and required information and to coordinate the preparation of submissions, briefs, reports, reviews and responses
 |
| Executive Officer (Manager) | * Receive and clarify guidance and instructions and report on progress against work plans
* Escalate and discuss issues
 |
| Work Team | * Participate in meetings, share information and provide input on issues
* Support team members and work collaboratively to contribute to achieving team outcomes
 |
| Internal stakeholders and clients | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
* Provide updates on project status
* Coordinate meetings and activities
 |
| **External** |  |
| Customers and Suppliers | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
 |
| Stakeholders | * Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives.
 |
| Community, Industry and professional groups  | * Participate in forums, to enable learning, understanding of trends and collaboration on emerging issues
* Build and maintain effective collaborative relationships
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# Role dimensions

## Decision making

* The role operates with some level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority and established policy and procedures.
* The role is accountable for the delivery of assigned work and is directed by the Executive Officer on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.
* Exercises discretion in the approach and content of information, advice and recommendations provided and consults with the Executive Officer regarding issues or sensitivities.

## Reporting line

Executive Officer

## Direct reports

Nil

## Budget/Expenditure

Nil

Knowledge and experience

* Experience working with Aboriginal and Torres Strait Islander peoples, communities and entities.
* Sound experience providing business, coordination and administration support with proven capacity to support high profile projects in a high-pressure environment.
* Ability to work cooperatively in a team and to communicate effectively.

Essential requirements

* Aboriginal identified positions are developed where Aboriginal identity, cultural knowledge or connections are a genuine aspect of the role. Positions are specifically noted under the provisions of the NSW Anti-discrimination Act (1977) for Aboriginal people who meet the following criteria:
	+ is of Aboriginal and/or Torres Strait Islander descent, and
	+ identifies as an Aboriginal and/or Torres Strait Islander person, and
	+ is accepted as such by the Aboriginal and/or Torres Strait Islander community.

# 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 behaviors expected at each level.

| **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 situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult | Adept |
|  | **Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English
* Clearly explain and present ideas and arguments
* Listen to others to gain an understanding and ask appropriate, respectful questions
* Promote the use of inclusive language and assist others to adjust where necessary
* Monitor own and others’ non-verbal cues and adapt where necessary
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
|  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate 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 | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomesMake sure staff understand expected goals and acknowledge staff success in achieving theseIdentify resource needs and ensure goals are achieved within set budgets and deadlinesUse business data to evaluate outcomes and inform continuous improvementIdentify priorities that need to change and ensure the allocation of resources meets new business needsEnsure that the financial implications of changed priorities are explicit and budgeted for | Adept |
|  | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | Understand the team and unit objectives and align operational activities accordinglyInitiate and develop team goals and plans, and use feedback to inform future planningRespond proactively to changing circumstances and adjust plans and schedules when necessaryConsider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goalsAccommodate 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 | Intermediate |
|  | **Project Management**Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverablesContribute to developing project documentation and resource estimatesContribute to reviews of progress, outcomes and future improvementsIdentify 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.

| **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 | Intermediate |
|  | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | 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 |
|  | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
|  | 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  | Foundational |
|  | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |