Role Description
Project Administrative Assistant

Role Description Fields	Details
Cluster	Climate Change, Energy, the Environment and Water
Department/Agency	Department of Climate Change, Energy, the Environment and Water
Division/Branch/Unit	Jenolan Caves Reserve Trust
Role number	TBC
Classification/Grade/Band	Clerk Grade 1/2
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	2119192
Date of Approval	October 2024
Agency Website	https://www.jenolancaves.org.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.

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.

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 management of the environment.

The Jenolan Caves Reserve Trust is responsible for the care, control management of the Jenolan Visitor Use and Services Zone. This is regarded as being both environmentally and culturally significant. The Visitor Use and Services Zone includes, but is not restricted to, Caves House, retail areas, kitchen areas, front office, staff and guest accommodation, walking tracks, maintenance areas and the Caves System.

Primary purpose of the role

The Project Administrative Assistant provides support services to project team members to support the delivery of projects and to enable the efficient operation of the project team.

Key accountabilities

- Provide high level administrative services including filing, maintenance of registers, routine purchasing, meeting and event support including agenda creation, room bookings and setup, and minute taking, and creating and compiling documents to support the effective operation of the capital works program within the project team.
- 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
- Invoice processing, including managing the approval process and forwarding to accounts.
- Work with Marketing to keep projects information on website up to date.

Key challenges

- Delivering accurate and consistent work within a high-volume environment

Key relationships

Internal

Who	Why
Manager	• Escalate issues, provide updates and clarify instructions
Work Team	• Participate in meetings, share information and provide input on issues
Client/Customer	• Respond to queries where possible, or redirect

External

Who	Why
Customer/Suppliers	• Respond to queries where possible, or redirect

Role dimensions

Decision making

This role makes limited decisions within the context of their work plan and under guidance of the Project team.

Reporting line

Project Manager.

Direct reports

Nil.

Budget/Expenditure

Nil.

Key knowledge and experience

- Experience working in administration, specifically in the construction industry, would be highly regarded
- Strong MS Office skills

- Experience in project management supported and would be highly regarded

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
	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
	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
	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

	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 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	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
	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
	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 planning, coordination and control methods	Foundational