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| **Cluster** | **Climate Change, Energy, the Environment and Water** |
| **Agency** | **Energy Corporation of NSW** |
| **Division/Branch/Unit** | **Finance and Operations** |
| **Location** | **Sydney** |
| **Classification/Grade/Band** | **TBC (5/6)** |
| **ANZSCO Code** | **271311** |
| **Role Number** | **Various** |
| **PCAT Code** | **1118192** |
| **Date of Approval** | **October 2024** |
| **Agency Website** | **www.energyco.nsw.gov.au** |

**Who we are**

The Energy Corporation of NSW (EnergyCo) is a statutory corporation established under the Energy and Utilities Administration Act 1987 and governed by its Board, appointed by the Minister for Energy. EnergyCo is a Staff Agency employing all EnergyCo staff and is an agency related to the Department of Climate Change, Energy, the Environment and Water (DCCEEW).

EnergyCo plays a pivotal role in the NSW Government’s Electricity Infrastructure Roadmap, which aims to transform the state’s electricity system into one that is cheap, clean, and reliable. As Infrastructure Planner under the Electricity Infrastructure Investment Act 2020, EnergyCo is responsible for leading the delivery of the State’s first five Renewable Energy Zones (REZs) and the first two priority transmission infrastructure projects (PTIPs), which are located in the Central-West Orana, New England, South West, Hunter-Central Coast, and Illawarra regions. We work closely with communities, investors, and industry to investigate, plan, recommend and coordinate generation, storage and network infrastructure projects

Primary purpose of the role

The Senior Administrative Officer provides a broad range of administrative services and leverages extensive business unit knowledge to support the unit's program of work and facilitate the delivery of business operations.

Key accountabilities

* Provide a range of administrative and support services to meet the business needs of the team/unit
* Respond to and resolve complex enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues
* Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
* Develop, implement and monitor office systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures
* Gather and collate information for, and prepare documentation and reports on business unit performance, as well as make recommendations to improve efficiency, cost management and service delivery

Key challenges

* Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, propose solutions and provide updates * Provide advice on administrative processes |
| Work Team | * Support the team, delegate tasks and work collaboratively to contribute to achieving the team’s business outcomes |
| Clients/Customers | * Monitor, address and/or escalate requests and provide services * Manage the flow of information, seek clarification and provide advice |
| **External** |  |
| Client/Customers | * Monitor, address and/or escalate requests * Manage the flow of information, seek clarification and provide advice and responses |
| Vendors/Service Providers and Consultants | * Coordinate and monitor the supply of goods and services |

# Role dimensions

## Decision making

This role:

* Sets own priorities to achieve deadlines and makes day to day decisions in relation to work functions and projects and seeks clarification from the Manager as required.
* Makes independent decisions to redirect enquiries to appropriate staff or bring matters to the attention of the Manager and other team members.
* Undertakes research independently and request data and information from other staff for reports and briefs.
* Consults with the Manager and other staff to manage tight or conflicting deadlines.

## Reporting line

A manager as allocated

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* Demonstrated experience in providing project and operational support

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

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| **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 | 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 | **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 |
| results | **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 |
| results | **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 |
| business-enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | 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.

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| **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 | Intermediate |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| personal-attributes | 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 |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| results | 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 | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |