Role Description
Administration Careers Support Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	531111
PCAT Code	1137172
Date of Approval	08 June 2017
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The Administration Careers Support Officer provides support services to the Careers Advisor and other team members to enable the efficient operation of the school

Key accountabilities

- Provide administrative services including filing, photocopying, and creating and compiling documents to support the effective operation of the school
- Respond to enquiries and routine requests for information and to ensure the provision of accurate information
- Collect and compile information to support the development of documentation and reports
- Update records, complying with school processes, to ensure information is accurate, stored correctly and accessible

Key challenges

- Delivering accurate and consistent administrative support within a school environment

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalates significant issues

Who	Why
	• Receive feedback regarding performance
Careers Advisor/Teacher	• Receive instructions / direction • Discuss and resolve issues that may impact on safety, scheduling or task completion
Students / staff / visitors	• Behave respectfully, courteously and helpful at all times

Role dimensions

Decision making

Undertakes routine tasks involving e-mail, phone, applications and software. The role works under direct supervision individually, and occasionally as a member of a team.

Reporting line

The Administration Careers Support officer reports to the Careers Advisor/Teacher

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Valid Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	**Foundational**
	Influence and Negotiate	Foundational
	Deliver Results	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Foundational	• Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Work Collaboratively	Foundational	• Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Deliver Results	Foundational	• 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 • Seek clarification when unsure of work tasks
Business Enablers	Foundational	• Display familiarity and confidence in the use of core office

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Technology		software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology