Role Description
Administration Support Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
PCAT Code	1237172
Date of Approval	14 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 Support Officer provides administrative and support services to facilitate the operation of the school.

Key accountabilities

- Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, to support the effective operation of the school
- Collect and compile information for, and prepare documentation and correspondence in line with, quality and organisational requirements to support information flow and inform decision making
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures
- Update records, complying with school processes, to ensure information is accurate, stored correctly and accessible
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, and the need to maintain accuracy and attention to detail within a school environment

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalates significant issues • Receive feedback regarding performance
Team leader	• 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 Support officer reports to the team leader

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	**Intermediate**
	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	**Intermediate**
	Procurement and Contract Management	Intermediate
	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	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		customers
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 Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies