Role Description
Administrative Assistant

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	Clerk Grade General Scale
ANZSCO Code	531111
PCAT Code	1117172
Date of Approval	28 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 Administrative Assistant provides basic support services to administrative staff and other team members to enable the efficient operation of the school.

Key accountabilities

- Provide basic administrative services support the effective operation of the school.
- 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 processes, to ensure information is accurate, stored correctly and accessible

Key challenges

- Delivering accurate and consistent work within a high volume environment

Key relationships

Who	Why
Internal	
Principal or appointed delegate	• Receive direction on expectations • Escalate issues, provide updates and clarify instructions

Who	Why
School staff	• Participate in meetings, share information and provide input on issues
Clients/customers	• Respond to queries where possible, or redirect
External	
Customers/suppliers	• Respond to queries where possible, or redirect

Role dimensions

Decision making

Responsible for the quality and integrity of information as directed by their principal. Refers matters that require a wider range of knowledge of expertise to team leader or work team. Exercises good judgement at all times.

Reporting line

Reports to the principal or appointed delegate

Budget/Expenditure

As per the Department of Education financial delegations

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 Communicate Effectively	Foundational	• Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
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