Role Description
General Assistant

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	General Assistant
Role number	Various
ANZSCO Code	899311
PCAT Code	1112292
Date of Approval	November 2018
Agency Website	www.education.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

Performs a range of tasks relating to the routine maintenance and upkeep of a Departmental school/grounds. The role may assist with the set-up and removal of furniture and equipment for school activities.

The range of duties performed at the school will be dependent upon the time allocation of a General Assistant to the school.

Key accountabilities

A General Assistant may be required, subject to Workplace Health and Safety obligations, to perform duties from the range listed:

- Organising rooms, furniture, audio visual aids, public address systems, lockers and other items/equipment for school activities as required; dismantle and store items when not in use (with assistance where required). (NB. the role is not responsible for operating audio visual equipment or public address systems)
- Identify and report maintenance / safety issues to the role supervisor; undertake minor maintenance of buildings and equipment not covered by contracts or requiring a qualified tradesperson
- Maintaining and caring for school grounds, including: mowing school lawns and playing fields; marking of school playing fields; preparation of ground for planting trees and shrubs and planting and watering of same; pruning shrubs, trimming hedges, light lopping and trimming of trees. Safely and proficiently operate mowers, tools and equipment; store and maintain mowers, tools and equipment in accordance with WHS standards.

- Unpack, store and/or distribute supplies in accordance with school procedures and safe work standards (e.g. chemical storage and handling); assist with school stocktakes as required
- Monitoring school security systems and reporting faults to the Principal or School Teaching Executive.
- Other related duties of the role, within the capabilities of the General Assistant, as directed by the Principal or School Teaching Executive.

Key challenges

- Working cooperatively with the role supervisor to prioritise upcoming tasks
- Responding flexibly to competing / emerging minor maintenance priorities
- Maintaining cooperative relationships with teaching and non-teaching staff.

Key relationships

Who	Why
Internal	
School principal or nominated delegate	• Receive guidance and instructions; escalate significant safety issues • Receive feedback regarding performance
Other non-teaching staff	• Maintain cooperative working relationships and liaise to ensure coordinated tasking and a safe working environment • Receive guidance as appropriate
Students / staff	• All staff should observe the department's Code of Conduct requirements

Role dimensions

Decision making

The role may undertake routine tasks involving the application of clearly prescribed standards / manufacturer's instructions within level of training of the General Assistant. The role may work under direct supervision individually, and as a member of a team. Some discretion in completing tasks within duties allocated by the role supervisor. Will be required to identify and reports maintenance issues and/or health and safety-related hazards to the school principal or approved delegate.

Reporting line

The General Assistant reports to the school principal or their nominated delegate (e.g. Deputy/Assistant Principal or School Teaching Executive)

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

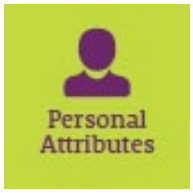
- Valid Working With Children Check clearance

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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
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
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified