

Role Description

Assistant Project Officer



State Records NSW

Department/Agency	State Records NSW
Division/Branch/Unit	State Records NSW
Role number	50074098
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
OSCA Code	531111
PCAT Code	1119191
Date of Approval	TBC
Agency Website	www.nsw.gov.au/departments-and-agencies/dciths/state-records-nsw

Agency overview

State Records Authority NSW (State Records NSW), is a statutory body established under the *State Records Act 1998*, which was established on 31 December 2022 as the successor agency to the State Archives and Records Authority of NSW. Its vision is to support transparent and accountable government by being an expert, best practice regulator.

State Records NSW assists public offices to meet their recordkeeping obligations under the State Records Act 1998. It is led by an Executive Director.

State Records NSW provides oversight of recordkeeping across the NSW public sector. We support effective and efficient recordkeeping by setting standards, promoting good practice, monitoring recordkeeping practice and compliance, and providing guidance, advice and resources.

Primary purpose of the role

Coordinate the administrative, secretariat and project support for the State Records to meet changing priorities, workload peaks and project needs. The work is required to be timely, accurate and efficient.

Key accountabilities

- Coordinate the administrative, secretariat and recordkeeping support to State Records NSW, monitoring communications, information, secretariat and governance mailboxes to ensure that governance and customer service obligations are met.
- Manage the delivery of State Records NSW's eLearning modules in NSW public offices.
- Coordinate the delivery of State Records NSW's communications plan, by managing the publication of *For the Record* newsletters, planning Records Managers Forums and maintaining currency of online content.
- Administer operations of the Board, including booking rooms, communicating with Board members, ensuring governance requirements are met, arranging remuneration and payment of allowances as appropriate.
- Undertake a range of regular and ad hoc administrative activities on behalf of State Records NSW, including financial activities and arranging meetings.
- Provide executive level professional and administrative support as required.
- Meet deadlines and assess priorities to maintain quality output for the effective support of State Records NSW.



- Undertake research tasks to locate, collate and present information that supports the development and reporting of projects.

Key challenges

- Coordinating numerous and often competing activities and negotiating workable timeframes to demands to ensure responsibilities are delivered as expected.
- Cooperating with others to ensure flexibility in responding to multiple urgent and shifting priorities in a high-volume environment.
- Exercise judgement in handling issues related to eLearning, Board support and communications.

Key relationships

Internal

Who	Why
Manager	• Receive overall direction, instruction and guidance from. • Provide updates on projects, issues and priorities. • Escalate concerns as appropriate.
Staff across the agency	• Liaise with staff at all levels of the agency in a professional and courteous manner. • Maintain effective interaction and cooperation across the agency. • Develop and maintain effective working relationships.

External

Who	Why
NSW public offices and individuals	• Manage the delivery of and support for eLearning. • Triage and manage the communications to the relevant team member to ensure timely and appropriate responses. • First point of contact to provide information about communications-related activities.
Board members	• Communicate meeting dates and times, Board papers and any out of session motions to members. • Liaise with members to ensure apologies, any requests and remuneration are received.

Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Works autonomously and pro-actively with minimal guidance demonstrating initiative.
- Prioritises own workload in order to meet deadlines and manage daily work.
- Provides prompt and relevant information to internal and external stakeholders.
- Maintains efficient lines of communication and discretion in regards to confidential information.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practice.
- Recognises when to make decisions and ask relevant questions.
- Exercises discretion and judgement in referral of enquiries/requests and/or sensitive issues and correspondence.
- Delivers high quality customer service to stakeholders.

Reporting line

This role reports to the Manager, State Records NSW.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Experience in providing administrative and secretarial support at an Executive level.
- Ability to maintain discretion and confidentiality.
- Willingness to work across and ability to travel to multiple work locations.

Capabilities for the role

The [NSW public sector 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.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept

 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate
 Results	Demonstrate Accountability Be proactive and responsible for your actions, and follow legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for your actions • Identify and follow safe work practices • Be aware of risks and act on them or raise them with your supervisor as appropriate • Make sure you and others always follow safe work practices • Use financial and other resources responsibly • Seek feedback from stakeholder groups to enable culturally informed feedback	Intermediate
 Business Enablers	Technology Understand and use available technology 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 • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate
 Business Enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	• Research and analyse data at a basic level to inform and support the achievement of project deliverables • Contribute to developing project documents and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify 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.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate

Capability group/sets	Capability name	Description	Level
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 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 use procurement processes to ensure effective purchasing and contract performance	Intermediate