

SENIOR OFFICE ASSISTANT - JOB PACK

This document provides further detail about the position of Senior Office Assistant for the NSW Electoral Commission. Please read this document to gain a detailed understanding of:

A: Selection Criteria capabilities (page 1-4)

- Under NSW Government recruitment, detailed descriptions are given for each Selection Criteria to help applicants understand the expected requirements for the position.
- For each Selection Criteria, you can see what behaviours you will need to demonstrate. These are assessed at specific levels, where 5 is the highest and 1 is the lowest. For example:

Selection Criteria 4: Analytical thinking & problem solving

Behavioural criteria: Breaks problems into simple lists of tasks or activities

Level: 1

- If successful in obtaining the position, your job performance will be measured against these behaviours.

B: Organisational cultural capabilities (page 5-6)

Organisational Culture defines those capabilities which are common to all jobs in the NSW Public Sector. These are the things that define us as a group of people working together to deliver better outcomes for the people of NSW.

You do not need to address these cultural capabilities in your application, however it is expected you possess these capabilities and will be able to apply them in undertaking the role.

A: Selection Criteria capabilities

1. Leadership & Management	
Creates a sense of need to achieve organisational goals in line with a clear overall vision through planning, managing performance, motivating people and role modelling desired behaviours	
Communicates Vision	<ul style="list-style-type: none"> ▪ Communicates the vision to the team and actively supports that vision.
Inspires & Motivates	<ul style="list-style-type: none"> ▪ Invests time to mentor individuals to keep them motivated and energised ▪ Encourages staff to seek challenges and strive to reach their full potential
Creates & Develops Culture	<ul style="list-style-type: none"> ▪ Encourages open/honest feedback ▪ Encourages individuals to be accountable for actions & decisions ▪ Readily provides support to others in and external to the team ▪ Sets an example for others ▪ Holds self accountable for achieving results ▪ Applies appropriate discretion, maintains confidentiality ▪ Demonstrated emotional maturity, cultural awareness & flexibility when dealing with individuals and situations

Manages Change	<ul style="list-style-type: none"> ▪ Monitors the change process & ensures others are clear about the change ▪ Anticipates change and plans for it ▪ Openly supports change ▪ Demonstrates an awareness of the effect of change on others ▪ Responds positively & effectively to unexpected change ▪ Assists others to adapt to change effectively ▪ Encourages new ideas.
Managing people	<ul style="list-style-type: none"> ▪ Manages in a fair, consistent and unbiased way ▪ Proactively gives feedback ▪ Promptly addresses poor performance and appraises staff regularly ▪ Encourage and motivates the team to do their best and to learn and develop ▪ Leads by example ▪ Recognises mistakes as a learning opportunity ▪ Openly acknowledges people's contributions & achievements ▪ Coaches and mentors the team ▪ Takes action to maintain the effectiveness and productivity of working relationships ▪ Facilitates cooperation ▪ Appropriately delegates work to individuals and assists them to find styles of work that are consistent with organisational values ▪ Revises goals and plans to reflect changing priorities or conditions
Plans for Outcomes	<ul style="list-style-type: none"> ▪ Plans & allocates resources ▪ Plans for contingencies when allocating resources ▪ Assists team to actively plan & prioritise work assignments, ranking them in order of importance, complexity & time requirement ▪ Achieves results through others ▪ Sets clear objectives & targets ▪ Promotes accuracy & efficiency ▪ Frequently monitors progress & takes corrective action if required ▪ Encourages team members to develop an appreciation & commitment for the team's goal(s).
Manages Strategically	<ul style="list-style-type: none"> ▪ Translates own area of responsibility's strategy in a meaningful way for team ▪ Builds a shared understanding of the goals & targets necessary for successful achievement of results for own area

2. Project (& Task) Management

Participates in and/or leads successful projects, using strong communication and organisational skills to balance conflicting priorities and manage resources.

Initiates & Plans	<p>Level 1</p> <ul style="list-style-type: none"> ▪ Support project planning through understanding and adherence to project management methodologies, processes & procedures
Builds a Team	<p>Level 4</p> <ul style="list-style-type: none"> ▪ Assists with determining human resource requirements ▪ Actively seeks the views and opinions of team members ▪ Contributes to team building ▪ Contributes to developing communication plans ▪ Provides clear communication to key stakeholders on project accountabilities, goals, progress & measurable business impact.
Controls Projects	<p>Level 2</p> <ul style="list-style-type: none"> ▪ Alerts supervisor immediately upon discovery of potential problems

Monitors Projects	<p>Level 2</p> <ul style="list-style-type: none"> ▪ Responds positively and participates in seeking out areas requiring corrections
<p>3. Communication Listens, interprets and conveys information in a clear and accurate manner; provides timely delivery of information and selects the most appropriate method of communication.</p>	
Utilises Written Communication Effectively	<p>Level 1</p> <ul style="list-style-type: none"> ▪ Writes basic letters & emails which provide information on routine matters ▪ Uses appropriate templates, forms and formats for the job ▪ Uses clear, concise and grammatically correct language ▪ Treats sensitive information appropriately when drafting documents
Communicates Verbally	<p>Level 2</p> <ul style="list-style-type: none"> ▪ Confidently explains rules, procedures and operational policies to team members, individual clients and small groups ▪ Takes onboard feedback & summarises comments to check for understanding ▪ Accurately shares work-related information with team members to contribute to achieving work goals & seeks clarification where necessary ▪ Firmly but politely addresses people during difficult or stressful events ▪ Uses questioning to uncover facts and understand other's point of view ▪ Constructs and delivers logical chains of facts, opinions and arguments
Influences & Negotiates	<p>Level 2</p> <ul style="list-style-type: none"> ▪ Uses direct, logical persuasion in a discussion or presentation by appealing to reason and by using concrete examples, facts & figures ▪ Undertakes straightforward negotiations around timelines for delivery of service, for both internal & external stakeholders ▪ Convinces others of the appropriate course of action based on knowledge & experience
<p>4. Analytical Thinking & Problem Solving Identify and analyse situations or issues and consider options for solutions. Decide upon, implement and monitor the appropriate solution(s).</p>	
Undertakes Analysis	<p>Level 1</p> <ul style="list-style-type: none"> • Breaks problems into simple lists of tasks or activities
Solves problems	<p>Level 2</p> <ul style="list-style-type: none"> ▪ Identifies work problems, uses problem solving techniques to resolve day-to-day problems ▪ Considers background and cause of problems when seeking solutions ▪ Seeks guidance and advice if further information is required ▪ Refers problems that remain unresolved, and makes recommendations ▪ Implements and adjusts solutions when endorsed by management
Demonstrates a Systems Perspective	<p>Level 1</p> <ul style="list-style-type: none"> ▪ Focuses on understanding the immediate system of work and sees how processes fit together
Uses Initiative & Innovation	<p>Level 2</p> <ul style="list-style-type: none"> ▪ Identifies what needs to be done and takes action before being asked or required to do so ▪ Prepares in advance ▪ Acts quickly & decisively in a crisis or other time sensitive situation ▪ Welcomes ideas from other team members

Thinks Strategically	<p>Level 2</p> <ul style="list-style-type: none"> • Understands the Commission's strategic vision & objectives, and how own work & team contributes to this • Modifies own work to ensure it aligns with work unit objectives • Makes contributions to changes in local work practices that align with objectives.
<p>5. Technology Operates computer hardware and software, departmental systems and electronic systems effectively.</p>	
Uses Computer Systems	<p>Level 2</p> <ul style="list-style-type: none"> • Uses computer systems at an intermediate level • Understands and accepts policies and procedure related to the use of computer systems and is able to explain the requirements to others
Uses Electronic Equipment	<p>Level 2</p> <ul style="list-style-type: none"> • Uses electronic equipment at an intermediate level • Understands and accepts policies and procedure related to the use of electronic systems and is able to explain the requirements to others <p>Examples of electronic equipment could include photocopier, printer, telephone system, fax, binding machine, shredding machines, laminators, PDA's, mobile telephones.</p>

B: Organisational cultural capabilities

Customer Focus: Keeps the customer (both internal & external) as the focal point of all activity; strives to address customer needs & concerns; helps customers (and business partners) achieve their goals through the application of own skills, behaviours and knowledge

Demonstrates Service Orientation

- Interprets customer needs to provide quality customer service
- Focuses on customer satisfaction
- Actively listens and asks questions to understand customer expectations and priorities
- Builds trust with customers by being honest

Demonstrates Responsiveness

- Keeps clients informed of progress and developments
- Maintains quality of service despite time constraints

Cultural Awareness: Demonstrates an understanding and appreciation of cultural differences and diversity in the workplace, works to include all team members and delivers successful outcomes by developing teams with a diversity of skills, experience and background.

Is Culturally aware

- Encourages the inclusion of different perspectives in the workplace
- Maintains current knowledge of key legislation, policies & practices relating to the NSWEC's business involving Aboriginal & Torres Strait Islander culture & heritage issues

Teamwork: Works within a team environment, cooperates with others, considers the needs of others, and helps others within the team to achieve team objectives.

Demonstrates commitment to the team

- Contributes to achieving work objectives by guiding and coaching team members
- Communicates with other teams and areas to coordinate broader work outcomes
- Promotes teamwork and achievement of common purpose by encouraging staff to share information and ideas with others

Treats others fairly & equitably

- Contributes to fairness & equity by identifying problems and suggesting solutions

Taking Ownership: Believes in one's own capability to accomplish a task, and selects effective approaches to tasks or problems. Is proactive in managing one's own time, initiates change, and builds an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner.

Resolves conflict

- Listens to and acknowledges that concerns of others have been heard
- Reads situations quickly & modifies approach, based on knowledge & experience, in order to effectively communicate
- Negotiates agreed actions to deal with conflict
- Outlines the likely outcome of not following advice to stakeholders

Plans & Organises

- Takes a flexible approach to planning in order to meet unforeseen circumstances
- Determines priorities and schedules for others to achieve work objectives by considering the impact of work across other areas
- Develops & implements systems and procedures to plan and organise own and/or team performance
- Organises the allocation of resources to contribute to the longer term planning process

Initiates Change

- Adapts skills and knowledge to new situations
- Shows initiative in suggesting changes and improvements to own work and the broader work area
- Demonstrates an understanding of the need for change and encourages others to do the same

Understands Operational Environment

- Understands the processes as they relate to the work of the office
- Maintains knowledge & information necessary to undertake own work
- Applies understanding of operating environment to work effectively in a variety of situations
- Provides advice to others in the team on operational environment to assist their work
- Interprets occupational health & safety processes & procedures, and applies these both individually and for the team undertaking work required.

Acts Proactively

- Takes action to overcome current issues, problems, obstacles and barriers to success
- Demonstrates persistence in overcoming barriers
- Responds quickly in a crisis

Acts with Integrity

- Understands professional & ethical responsibilities
- Aware of the need to balance responsibilities to the Commission, customers and a wider stakeholder network
- Responds positively & persuasively to negative issues voiced by others
- Leads by example
- Encourages others in the team to approach work with professionalism & integrity

Building Strategic Partnerships: Networks with both internal & external parties in order to build an in-depth understanding of government structure & key stakeholders, and to foster effective professional networks & relationships to support the achievement of organisational goals.

Understands Government Structure & Key Stakeholders

- Demonstrates a knowledge & understanding of the Commission's structure, and the wider community
- Recognises key stakeholders and decision influencers

Builds Relationships and Networks

- Builds relationships and maintains rapport with colleagues
- Routinely uses own network of contacts to aid the pursuit of work goals