

LORD HOWE ISLAND BOARD

EOI – CASUAL/TEMPORARY OPPORTUNITIES

Role	Administration Officer		
Agency Name	NSW Planning Industry and Environment		
Group/Division	Lord Howe Island Board		
Classification Level	Lord Howe Island Officer Grade 4		
Employment Status	Temporary/Casual		
Salary Package	\$93,693 p.a. pro-rata		
Salary Start	\$70,788 p.a. pro-rata		
Salary End	\$85,564 p.a. pro-rata		
Salary Notes	Salary package includes base salary and employer contributions to superannuation. Leave loading is not payable. Progression criteria apply to movement within the salary scale.		
Role Description	Provide essential administrative, human resource management, accounting, land administration and clerical support to staff in the Board administration office to enable the office to function to its optimum level. Assist with the reception and information service provided to the public.		
Essential	<ol style="list-style-type: none"> Well developed skills complemented with sound processing experience using financial management information systems and software packages such as Microsoft Office. Sound organisational skills and the ability to manage competing priorities while undertaking a diverse and high volume workload. 		
Focus Capabilities – refer to Role Description for further details. 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 GROUP	CAPABILITY	LEVEL
	Personal Attributes	Manage Self	Intermediate
	Relationships	Commit to Customer Service	Intermediate
	Results	Think and Solve Problems	Intermediate
	Business Enablers	Technology	Intermediate
Number of reports	Nil		
Position reports to	Manager Administration		
Targeted Questions	<ol style="list-style-type: none"> The role is challenged by the need to plan and prioritise work in a high volume business environment to meet conflicting deadlines and the administrative needs of a range of staff with minimal input from the unit manager. Provide an example of how you prioritise tasks and effectively handle a heavy workload? The role requires a commitment to customer service – describe some customer service challenges you may expect to encounter servicing a small and isolated community and how you might mitigate them. 		
Job Notes	<p>Applicants must submit:</p> <ol style="list-style-type: none"> A covering letter which: <ol style="list-style-type: none"> summarises relevant skills, qualifications and experience addresses essential requirements and focus capabilities includes a short statement in response to the targeted questions Provides contact details for two referees A current resume/curriculum vitae (CV) 		
Inquiries	Jemima Spivey (02) 6563 2066 Extension 13 jemima.spivey@lhib.nsw.gov.au		
Closing Date	ASAP or 18 December 2020 4:30pm		
To Apply	Applications are to be submitted to the Lord Howe Island Board Administration Office – PO Box 5 Lord Howe Island NSW 2898 or administration@lhib.nsw.gov.au		

All appointments to positions within the Board are based on merit in accordance with the Government Sector Employment Act 2013 and subsidiary legislation. The selection for this casual/temporary employment will be based on a suitability assessment process.

Role Description

Administration Officer



Cluster	Planning & Environment
Agency	Office of Local Government
Division/Branch/Unit	Lord Howe Island Board
Location	Lord Howe Island
Classification/Grade/Band	LHI Officer Grade 4
Kind of Employment	Ongoing
ANZSCO Code	531111
PCAT Code	1138391
Date of Approval	19 May 2015
Agency Website	www.lhib.nsw.gov.au

Agency overview

The Lord Howe Island Board is a statutory authority established under the provisions of the Lord Howe Island Act. The Board is responsible to the NSW Minister for the Environment and comprises four Islanders elected by the local community and three members appointed by the Minister. It is charged with the care, control and management of the Island and the affairs and trade of the Island. It is also responsible for the care, improvement and welfare of the Island and residents. "Island" as defined by the Act includes Lord Howe Island and all adjacent islands and coral reefs within one marine league of the Island. Ball's Pyramid and adjacent islands are also included in this definition.

The Lord Howe Island Board is part of the Department of Planning & Environment cluster, which is the lead NSW Government agency in planning for a growing NSW.

The Department's two related agencies - the Office of Environment & Heritage and the Office of Local Government, support the conservation and protection of the environment and an effective local government sector in NSW. The Office of Local Government also has oversight of the Lord Howe Island Board administration.

Primary purpose of the role

Provide essential administrative, human resource management, accounting, land administration and clerical support to staff in the Board administration office to enable the office to function to its optimum level. Assist with the reception and information service provided to the public.

Key accountabilities

- Provide timely, high quality, accurate and diverse administrative, accounting, human resource and related services to support the day to day operations of the organisation, ensuring compliance with relevant public sector policies, practices and statutory requirements.

- Provide administrative support for the Board's land administration and planning functions including accurate and timely maintenance of registers and databases.
- Provide IT support to Board staff and assist the Manager Administration and external contractors with network administration, including maintenance and management of software applications, to ensure continuity of business operations.
- Maintain records management systems and create, store and retrieve documents.

Key challenges

- Maintain current knowledge of relevant Board and public sector practice and policy, statutory and regulatory instruments and Board activities.
- Plan and prioritise work in a high volume business environment to meet conflicting deadlines and the administrative needs of a range of staff with minimal input from unit manager.

Key relationships

Who	Why
Internal	
Unit Manager	<ul style="list-style-type: none"> • Collaborate on coordination of work, advise and receive instructions, keep informed. Performance Management rests with the Manager Administration.
Other Managers	<ul style="list-style-type: none"> • Respond to services requests, and report on progress/completion.
Work Team	<ul style="list-style-type: none"> • Provide advice and assistance to Board staff on matters relating to administrative, human resource, accounting operations, land administration, IT and records management.
External	
General Public and Clients	<ul style="list-style-type: none"> • Disseminate information, respond to enquiries appropriately and with minimal supervision.
Industry professionals/Consultans/Contractors	<ul style="list-style-type: none"> • Seek and provide knowledge and advice and collaborate on the management and execution of work.

Role dimensions

Decision making

The Administration Officer operates in a structured work environment, governed by established operating practices and procedures. Within this context the position is expected to prioritise day to day work priorities, determine how to handle or where to refer enquiries to appropriate officers within the organisation.

Reporting line

Manager Administration

Direct reports

Nil

Budget/Expenditure

N/A

Essential requirements

Well developed skills complemented with sound processing experience using financial management information systems and software packages such as Microsoft Office.





Sound organisational skills and the ability to manage competing priorities while undertaking a diverse and high volume workload.

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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	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	Intermediate	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 customers
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> 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