

Role Description

Executive Officer

Cluster	Planning, Industry & Environment
Agency	Taronga Conservation Society Australia
Location	Taronga Zoo
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing, Temporary
ANZSCO Code	xxx
PCAT Code	xxx
Date of Approval	October 2019
Agency Website	www.taronga.org.au

Agency overview

The **Department of Planning, Industry and Environment (DPIE)** brings together the functions from the former Planning and Environment, and Industry Clusters, including the Office of Environment and Heritage. **Taronga Conservation Society Australia (Taronga)** forms part of the DPIE in the Energy, Environment and Science Group and reports into the Policy, Strategy and Science division. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

Primary purpose of the role

Provide comprehensive Executive Office support including high level secretarial and administrative duties for the Chief Executive. This position ensures the Chief Executive is organised, informed and able to perform the role effectively and efficiently. This role is responsible for Government and Ministerial liaison through the Department of Planning, Industry and Environment and other NSW and Federal Departments as required to progress organisational priorities.

Key accountabilities

- Prioritise the competing demands of the Chief Executive office to manage time and ensure strategic issues are addressed efficiently and effectively including supporting the Chief Executive to keep internal and external stakeholders updated on operational and strategic priorities.
- Support the Executive Team and Management Team to coordinate meetings, strategic discussions and collation of information as required.
- Lead Taronga's interactions with the Department and other NSW Government and Federal government agencies, including arranging meetings and progressing organisational priorities,
- Oversee and manage the development and distribution of information and approval briefs to the Minister's office including travel briefs, Board appointments, event and decision briefs
- Oversee and manage the development and distribution of question time briefs, caucus notes, questions on notice and constituent correspondence.
- Coordinate Taronga's input into Departmental and whole of Government initiatives, including required documentation and reports.
- Provide governance and secretariat services for the Board including coordinating Board meeting papers, meetings and action items. Assist the Chief Executive with reporting, invitations and Board requests.
- Manage allocated projects and activities to ensure objectives are delivered to agreed requirements

Key challenges

- Working with a high degree of tact and diplomacy to ensure that sensitive and confidential matters are treated appropriately and with a minimum of disruption to the Chief Executive

- Prioritise the competing demands of the Chief Executive Office including managing key stakeholders, internal and external, to ensure agreed outcomes are achieved.
- Effectively communicate and provide timely advice to the Department and Minister's Office.

Key relationships

Who	Why
Internal	
Manager/Supervisor	To receive direction, instruction and performance feedback; to provide support and information; and to ensure ongoing communications and a professional working relationship
Team and other Taronga colleagues	To work professionally and collaboratively together; to provide/receive support and guidance, information and services; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture
External	
Stakeholders (which may for example include zoo visitors, consultants, contractors, suppliers, sponsors, media, auditors, government agencies and/or authorities)	To receive/provide information, assistance, excellent customer service and/or work collaboratively together; and to represent Taronga in a professional and ethical manner

Role dimensions

Decision making

This position mainly works autonomously in accordance with guidelines established Taronga Policies and Procedures. This position is empowered to deal with daily operational issues as they arise. More complex issues/decisions are made in consultation with the Chief Executive.

Reporting line

This position reports to the Chief Executive.

Direct reports

There are no positions reporting directly to the role.

Budget/Expenditure

The role must operate with the financial delegations in accordance with Taronga and NSW Government finance policy and procedures.

Essential requirements





- Significant demonstrated experience in the provision of secretarial and administrative support at an executive level, including secretariat services to a Board, within a complex organisation.
- Proven ability to draft public sector correspondence, including Ministerial submissions, Estimates papers and briefing notes.
- Extensive experience and confidence in dealing with high pressure, sensitive, and confidential matters, and demonstrated success in resolving issues calmly and without escalation.
- Hold a current NSW Drivers Licence and obtain and maintain a current volunteer NSW Working with Children Check at own expense.

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	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Personal Attributes	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage Self		<ul style="list-style-type: none"> • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
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
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans