Role Description
Executive Assistant

Cluster	NSW Department of Premier & Cabinet
Agency	Sydney Living Museums
Division/Branch/Unit	Directorate
Location	The Mint, Sydney & Western Sydney Record Centre, Kingswood
Classification/Grade/Band	Clerk Grade 5/6
Role Number	DIR002
ANZSCO Code	521111
PCAT Code	1111592
Date of Approval	2 October 2020
Agency Website	http://sydneylivingmuseums.com.au/

Agency overview

Sydney Living Museums (SLM) and The State Archives and Records Authority of NSW (SARA) came under the direction of a single Executive Director on 1 July 2019. Whilst maintaining two separate legal entities, services are provided under a shared model.

SLM is a leading government agency in Australia with responsibility for conserving, managing, interpreting and activating places and sites of local, national and international significance. Established in 1980, our collection includes the UNESCO World Heritage listed Hyde Park Barracks, The Mint, Australia's oldest surviving government building through to the twentieth century Rose Seidler House, which marks the arrival of the modernist movement to Australia. The collection is unlike other museums in that the significance of each is in the whole, and not just in the parts. The awareness of place frames each narrative.

Our audiences are local, regional, national and international. Sydney Living Museums is a state cultural institution, reporting to the Minister for the Arts.

SARA is responsible for developing, preserving and promoting access to the State Archives Collection that pre-dates the European settlement of Australia in 1788. SARA has three primary business functions:

SARA is the custodian and advocate for the State Archives Collection, which is one of the most complete and important collections documenting colonisation in the world. This vast cultural collection of more than 13 million items, valued at $1 billion and which grows each year, details the development of this place and the wielding of colonial power, with multiple series of documents now included as inscriptions on the UNESCO Memory of the World Register.

The Recordkeeping Standards and Advice function assists public offices to meet their recordkeeping obligations under the *State Records Act 1998*, as a vital part of preserving the memory of government for current and future generations.

Commercial Operations, through the Government Records Repository, has substantial capability to provide commercial storage, records management, digitisation and consultancy services and generates the majority of SARA's operating revenue.

Primary purpose of the role

Provide sensitive and effective administrative and support to the Executive Director to ensure the smooth running of the office, including high-level liaison with Government, Trustees and staff across SARA & SLM.

Key accountabilities

- Manage the workflow in the Executive Director's Office, providing a single point of contact, exercising judgement to ensure that issues are dealt with in a timely manner and by the appropriate person.
- Oversee the Executive Director's diary and appointments, ensuring electronic contacts records are up to date, dealing with conflicting priorities in order to efficiently manage the Executive Director's time and business.
- Provide support to the Executive Director, checking emails, drafting correspondence, ensuring complete and compliant record-keeping in relation to corporate records, finalising letters, reports and other material to ensure high standards of presentation.
- Undertake basic research tasks, locating and collating information to assist with correspondence and reports.
- Oversee the Executive Director's communications plan to ensure the image, content and messages are planned, captured, well-articulated and effectively delivered.
- Manage the process of recording and responding to agency-wide compliments and complaints, drafting responses or referring to appropriate staff where necessary, and ensuring they are handled in a timely and appropriate manner.
- Undertake a various range of regular and ad hoc activities on behalf of the Executive Director, including the processing of purchasing cards & hosting guests as required.
- Support the delivery of the Executive Director's operational priorities through the implementation & monitoring progress of internal strategies & initiatives, including facilitating internal engagement opportunities, drafting regular communications and developing processes to increase productivity & efficiency.

Key challenges

- Employing time management skills to manage the wide range of tasks and deadlines and competing deadlines and requirements, often with short lead times and insufficient information.
- Maintaining a good understanding of the nature and context of the wide range of internal and external issues that are dealt with by the Executive Director to be able to provide relevant support at the appropriate level.
- Exercising judgement and diplomacy in handling issues and individuals relating to the Executive Director's workload and diary with a high level of discretion, confidentiality and tact, especially in relation to sensitive information.

Key relationships

Who	Why
Internal	
Executive Director	- Receives guidance in relation to overall priorities and outcomes for the smooth operation of the Directorate.
	- Communicate with on networking opportunities and issues.
Executive & Team Leaders	- Provide support to committees, including minute taking and the

Who	Why
	coordination of papers and agendas and ensuring actions are dealt with in a timely manner and by the appropriate person.
	• Developing and maintaining excellent working relationships.
Staff across SARA & SLM	• Developing and maintaining excellent working relationships.
	• Liaise with as required in relation to the Executive Director's workload and requests/requirements.
External	
Minister's Office, central government agencies, staff and external organisations	• Act as the liaison point between in relation to the submission of formal briefing notes and other matters, tracking issues and ensuring they are dealt with in a timely and appropriate manner by the appropriate person.
	• Liaise with in relation to the Executive Director's diary and work schedules.
	• Developing and maintaining excellent working relationships.

Role dimensions

Decision making

This role:
- Prioritises own workload in order to meet deadlines and manage daily work in consultation with the supervisor.
- Takes active ownership of own work.
- Provides prompt and relevant information to internal 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.
- Employs time management and organisational skills to manage competing demands, priorities and deadlines within a high pressure office environment.

Reporting line

This role reports to the Executive Director, SARA & SLM.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Significant and relevant experience in high level executive support and protocol, for chief executive or equivalent, demonstrating initiative, discretion and attention to detail.
- Significant and relevant experience within a cultural, creative or artistic environment representing the Chief Executive's office (or similar)
- Proven ability to exercise independent judgment and discretion in dealing with a wide range of issues and enquiries
- Current NSW driver's licence.

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	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	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	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations
Personal Attributes Manage Self	Adept	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths

Group and Capability	Level	Behavioural Indicators
		• Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	• 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 • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies