Role Description
Team Support Officer

Cluster	Customer Service
Agency	Independent Pricing and Regulatory Tribunal (IPART)
Division/Branch/Unit	Office of the CEO
Role number	15575
Classification/Grade/Band	IPART Officer C
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	February 2022
Agency Website	http://www.ipart.nsw.gov.au

Agency overview

We are the independent regulator for the water, public transport, local government, electricity and gas industries and the Energy Savings Scheme in NSW. We also undertake reviews and investigations into a wide range of economic and policy issues and perform a number of other roles at the NSW Government's request.

IPART's purpose statement is 'We make the people of NSW better off through independent decisions and advice'.

Primary purpose of the role

The Team Support Officer is responsible for providing a range of project support and secretariat and administrative services to support the team's work program and coordinating a range of support services processes to contribute to the efficient delivery of business activities for the team.

Key accountabilities

- Provide business support and coordination to support the effective and efficient delivery of public hearings, stakeholder forums, tribunals and/or delegated committees.
- Provide a range of general administrative and project support (including research) to enable the efficient operation of the team.
- Provide support and implement IPART processes, procedures and methods (such as monitoring financial spend) to ensure compliance with IPART support services' policies and procedures (such as HR, Finance, and Procurement).
- Coordinate and maintain the delivery of website content (including scoping website requirements for projects), complying with business administration systems, processes and policies to ensure that all information is accurately published.

- Coordinate and deliver records management and database administration for the team and recommend continuous improvements, complying with business systems, processes and policies to ensure that all information is accurately stored and accessible.
- Provide operational support and guidance to new starters and team staff to facilitate the successful implementation of IPART procedures and methods.
- Respond to, or coordinate resolution of, enquiries and issues to ensure the provision of accurate information and the timely and effective resolution of issues
- Contribute to the development and continuous improvement of business systems and processes to ensure compliance with IPART policies and the delivery of consistent and efficient activities across all teams.

Key challenges

- Demonstrating a high level of initiative and proactively supporting business activities whilst balancing competing deadlines in a demanding work environment.
- Maintaining relationships with a range of stakeholders ensuring tact and diplomacy at all times to achieve organisational objectives.

Key relationships

Who	Why
Internal	
Business Division	• Deliver high level support to enable the efficient delivery of business activities for the team • Maintain effective, collaborative relationships
Executive Director & Directors	• Day to day direction and priorities • Keep informed, advise and receive instructions on work deliverables
Executive Officer Manager	• Guidance, direction and development • Escalate issues and keep informed regarding workload
TSO team	• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
External	
External Stakeholders	• Work collaboratively to source and collate relevant information and provide information and advice to external stakeholders • Respond to and resolve routine queries. Redirect or escalate to appropriate team member on complex queries.
Suppliers/Vendors	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.

Role dimensions

Decision making

The role operates within defined parameters determined by the Executive Officer Manager.

The role delivers business administration support and determines daily priorities in consultation with the Executive Director and/or Director of industry teams. The role is responsible for managing time effectively and delivering tasks within agreed timeframes and refers decisions to the Executive Leadership team member of the team they support regarding day to day priorities, reallocation of tasks and issues that require policy or legislative interpretation or issues of a politically sensitive nature.

Reporting line

Reports to the Executive Officer Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in providing business services support in a dynamic environment
- Demonstrated experience and understanding of electronic records management, website content management, IT, Finance, Procurement and HR policies and systems

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.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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 • Stay motivated when tasks become difficult	Intermediate

	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks	Foundational
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
	**Technology** Understand and use available technologies 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 • Make effective use of records, information and knowledge management functions and systems	Intermediate

	• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Complementary capabilities

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

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational