



Public Service Association of NSW

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In reply please quote: **KC:cj**

13 February 2019

Ms Anne Gripper
Executive Director, Sport and Recreation Services
NSW Office of Sport

By email: anne.gripper@sport.nsw.gov.au

Dear Ms Gripper,

Re: Project Support Officer role - PSA response raft role description/role change

Thank you for the opportunity to comment on the proposed project support officer role, grade 1/2. The PSA's concerns are as follows:

1. Grading of role

Our members have expressed concerns about the grading of the project support officer role. Staff are currently employed at grade 1/2 level and the proposed project support role is also a grade 1/2 role. However, many of the capabilities seem to come from general role descriptions on the Public Service Commission role description builder that are the equivalent of a grade 3-4 (refer Tab A). The PSA understands that many staff in regional centres have been performing the duties of a 3/4 for some time. In addition, the new roles in the Homebush office that now take care of bookings are grade 3/4 roles but have less responsibilities attached to the role than the previous grade 1/2 customer service/administrative role.

There seems to be a lack of equity in how these positions have been graded and the PSA seeks your further advice as to how the project support officer role was evaluated to be graded at 1/2 level.

2. Role Description

The PSA is very concerned about the vagueness of duties proposed and how the new role will work in practice. Clearly occupants of this role will continue to be the first person from the Office of Sport community members will encounter when visiting the centres. There is no currently no reference to any customer service duties in the new role description though our members were verbally advised by management that this would constitute somewhere between 10-20% of the role.

As staff are expected to work with their colleagues, stakeholders and the community to achieve priorities and targets identified in the Strategic Plan 2018-2022 the role description cannot be silent on customer service. Therefore, amendments are required to acknowledge this key component of the duties staff members undertake.

The role description also requires further review in terms of workload. Since the 10-20% of customer service duties has not been factored in there are more than 100% of duties attached to the current role description. This is unsustainable from a work, health and safety perspective and requires urgent reconsideration as the role will be totally overworked as it currently stands.

As a result of changes under the *Government Sector Employment Act 2013* Public Service Commission guidelines role descriptions are somewhat generic across the grades. However, our members are concerned the role description is too general given the wide variety of work which ranges from very small sites to Sydney Academy.

3. Changed Reporting Line

The change of reporting lines to Regional Manager rather than Centre Manager impacts on centre operations and ultimately on services to the community. Staff have raised concerns about who will undertake current duties that require preparation for clients under direction of the Centre Manager. If they no longer undertake these duties who will?

4. Homebase system

The current lack of access to new the Homebase system is impractical for Centre operations. When staff from Homebush call centres with enquiries centre staff cannot access relevant information. Not only is this impractical centre staff have not been provided with training in the new system which further disadvantages them. It is also not consistent with providing optimum customer service.

5. Training and Development

The PSA has been advised that staff in the centres have not been offered significant training and development for a long period of time. It is the PSA's expectation that training and development opportunities will be front and centre of the Office's priorities so that staff members are upskilled not only for the project support officer role but for other career development opportunities that may arise in the future.

6. Number of affected staff

The PSA seeks your advice in regard to the total numbers of on-going and temporary staff impacted by the proposed change. Priority must be given to appointing ongoing public servants to ongoing roles going forward.

7. Change Management Process

At previous meetings undertakings were given that current grade 1/2 customer service/administrative staff will be matched to the new project support role. This is very much welcomed by the PSA. However, the current workload issues and anomalies of including 3/4 duties in a grade 1/2 role need to be addressed before this matching process can occur.

The PSA seeks your assurance of the Office's continued commitment to a matching process. The PSA does not expect to hear of any job losses as a result of this process. Nor do we expect that any staff members will be offered voluntary redundancies.

As indicated previously, our members are particularly concerned about the lack of clarity in regard to the project officer support role. Projects start and finish so there is deep concern about the possibly tenuous nature of the new role and the likelihood of further restructuring.

The PSA believes further work needs to be done on refining this new role in consultation with staff and their union.

When these issues have been addressed a further detailed and transparent briefing needs to be given to staff as this process has created a lot of uncertainty and apprehension.

The PSA's contact officers in this matter are Simone Scalmer (Organiser) and Katy Ambler (Industrial Officer) who can be contacted on 1300 772 679.

Yours sincerely,



Kris Cruden
for **Stewart Little**
General Secretary

Att: Tab A

Role Description

Administrative Support Officer

TAB A

Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	
PCAT Code	
Date of Approval	

Primary purpose of the role

The Administrative Support Officer provides administrative and support services to facilitate the operation of the team/unit

Key accountabilities

- Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit
- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail

Key relationships





Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues and provide updates
Work team	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues
Clients/customers	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
Customers/suppliers	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

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	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	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 Deliver Results	Foundational	<ul style="list-style-type: none"> 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 Seek clarification when unsure of work tasks
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