



Administrative Support Assistant (Identified)

- Ongoing role
- Identified role
- Based in Mascot with flexible work arrangements available
- Clerk Grade 1/2. Package includes base salary (\$66,298- \$72,077) plus superannuation and leave loading

About the Role

Aboriginal Affairs NSW is seeking an Administrative Support Assistant for the Strategy and Coordination Directorate. This position provides a range of customer service and administrative support including, but not limited to:

- Providing a responsive and customer focused reception and phone service to the members of the public and Agency staff
- Responding to enquiries and routine requests for information and escalating enquiries as necessary
- Providing administrative services including filing, correspondence receipt and sorting, maintenance of registers, routine purchasing, meeting and event support, photocopying, and creating and compiling documents to support the effective operation of the team/unit
- Provide assistance as requested to support the achievement of AA's objectives.

About you

The successful applicant will possess excellent customer service skills, with a strong focus on problem solving and effective communication and experience carrying out a range of administrative tasks. You will also have demonstrated ability to communicate sensitively and effectively with, and understand issues impacting on Aboriginal and Torres Strait Islander peoples.

This is an Identified role under the Section 14d of the Anti-Discrimination Act 1977 and as such Aboriginality is an essential requirement of the role. Aboriginal identified positions are developed where Aboriginal identity, cultural knowledge or connections are a genuine aspect of the role. Positions are specifically noted under the provisions of the *NSW Anti-discrimination Act (1977)* for Aboriginal people who meet the following criteria:

- o is of Aboriginal and/or Torres Strait Islander descent, and
- o identifies as an Aboriginal and/or Torres Strait Islander person, and
- o is accepted as such by the Aboriginal and/or Torres Strait Islander community.

Applicants are required to submit an online application. This must include:

- an **up-to-date resume** which clearly details your relevant skills and experience (maximum 5 pages)
 - a cover letter (maximum two pages) including your response to the two targeted questions below:
1. Provide an example of when you resolved a complex enquiry over the phone. Describe the scenario and how you addressed it.
 2. Provide an example of when you had to manage competing priorities. Describe the work and the steps you took to complete it.

A recruitment pool may be created from this recruitment action for ongoing and temporary roles for this role or similar roles that may become available over the next 18 months.

Closing Date: 10 November 2021 at 11:59pm

For enquiries regarding this role, please contact
Natalie Young on (02) 8575 1187.

To apply online please visit iworkfor.nsw.gov.au website
and refer to the following Reference number [00008L9L](#)