

Role Description

Agency	NSW Ombudsman
Role Title	Executive Assistant
Branch/Division/Unit	People, Performance & Sector Improvement/Complaints & Investigations
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 5/6
Senior Executive Work Level Standards:	NA
Kind of Employment	Ongoing or temporary
ANZSCO Code	511112
PCAT Code	2291228392
Date of Approval	7 April 2026
Agency Website	www.ombo.nsw.gov.au

Agency overview

The NSW Ombudsman is an independent integrity agency that pursues fairness for the people of NSW. We strive to ensure that those entrusted with public power and resources fulfil their responsibilities and treat everyone fairly.

The Ombudsman has a range of statutory functions. These can be broadly grouped into the following 3 categories, which align with the office's 3 organisational divisions:

- handling complaints about, and where necessary investigating, the conduct of public authorities and community service providers – primarily the focus of the Complaints and Investigations Division
- overseeing compliance and performance of certain NSW Government and community sector programs and systems through monitoring, auditing, inquiries, conducting reviews and reporting – primarily the focus of the Systems Oversight and Reviews Division
- delivering tools, guides and other resources, and providing educational and training services, to support capacity building by public authorities and community service providers – primarily the focus of the People, Performance and Sector Improvement Division.

The People, Performance and Sector Improvement Division is also responsible for the office's strategic, corporate and supporting functions.

Primary purpose of the role

The Executive Assistant provides a range of timely, expert and professional executive level administrative, secretarial and day-to-day operational support services to the Ombudsman and Senior Executives to facilitate the delivery of business operations and to support the Senior Executive/s achievement of organisational objectives. Provides a range of administrative support services across Portfolios, undertake projects, research, and project management related activities.

Key accountabilities

- Analyse, assess and prioritise requests for executive support and initiate action to facilitate the optimal use of the executive's time while exercising discretion and maintaining confidentiality at all times.
- Manage Senior Executive diary appointments, records and correspondence; coordinate travel arrangements, and schedule and support meetings to facilitate the effective management of their agenda.

- Draft, prepare, and provide correspondence, agendas, minutes, presentations and briefing notes to facilitate the achievement of business requirements.
- Provide Executive Support Services to a range of committees and meetings across the office which will include agenda preparation and distribution, meeting papers and minutes distribution, minute taking and record management of meeting papers.
- Work on projects, research and project management activities such as: writing standard correspondence (including letters, emails, meeting minutes and simple or routine reports) which provide information on routine matters; researching issues relating to the work of the office; collecting, and recording and interpreting data to draw out key information or identify patterns and trends.
- The occupant of the role needs to be able to quickly understand and analyse issues that are affecting the office and contribute to the development of action plans. At all times accountability, standards and performance measures must be adhered to.
- The occupant of this role will be required to deal with sensitive or complex issues, which may involve balancing competing interests and brokering acceptable solutions to problems, consistent with office policies or priorities. In certain circumstances, these types of situations may need to be referred to the Ombudsman or another member of the Executive area.
- Gather, collate and provide background information for the executive to support informed decision making and planning.
- Maintain and update administrative practices, systems and procedures to improve efficiency and service delivery. Undertake projects and provide quality research, analysis and strategic advice as required.
- Provide travel administration for Executive and portfolio members: including car, airfare and hotel options. Undertake gathering quotes and documents for purchasing as required and coordination and administration of credit cards for Executive members.
- Provide reception relief as required, including receiving deliveries, and incoming and outgoing mail registration.
- Provide administrative support across Portfolios including appropriate record keeping and registration of documentation and maintenance of flex sheets including reviews for compliance; maintaining flex credits/debit records and records management of flex sheets.
- Other administrative and support services as required by the Executive or management from time to time.

Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion.

Key relationships

Who	Why
Internal	
Senior Executives	• Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans • Respond to requests for information or assistance and liaise with executives in relation to allocated tasks and projects to manage the flow of information, seek clarification, escalate sensitive issues; propose solutions and to plan, implement and finalise allocated tasks
All internal stakeholders	• Manage the flow of information, provide sound and reliable advice; manage expectations; resolve and provide solutions to issues and negotiate outcomes and timeframes • Develop and maintain effective working relationships and open channels of communication
Staff throughout the office	• Develop and maintain effective working relationships with all staff • Encourage and promote a positive workplace culture
External	

All external stakeholders	• Represent a first point of contact for Executives • Develop an effective network of both internal and external stakeholders to support and facilitate effective task management and implementation • Manage the flow of information, seek clarification and provide advice and responses; respond to and coordinate urgent requests for information
Senior officers of external agencies, key organisation representatives	• Provide a welcoming and hospitable reception to all visitors; respond to requests for information or assistance

Role dimensions

The Executive Assistant is responsible for prioritising their individual work tasks on a daily basis in response to directions and guidance provided by members of the Executive. The Executive Assistant works within a Portfolio and works collaboratively and cooperatively with other team members on common goals and tasks allocated to the team.

Decision making

The Executive Assistant receives direction from members of the Executive. The Executive Assistant is responsible for prioritising and completing the work assigned to them and raising any workload issues with members of the Executive.

Reporting line

This role reports to an Executive Officer or a Senior Executive Assistant.

Direct reports

This role has no direct reports.

Budget/expenditure

The role does not have budgetary responsibility.

Essential requirements

Employment at the NSW Ombudsman is subject to the satisfactory completion of security and related vetting including, in part, a criminal records check; signed understanding and acceptance of a range of policies; two statutory declarations relating to conflicts of interest, arrests, charges, convictions and a health declaration.

Additional information and requirements

Depending on the specific need of the Ombudsman, the occupant of this role may be required to have a current WWCC clearance issued from the Office of the Children's Guardian. As there is always the potential for exposure to distressing material, the office has in place strategies to support staff. It may be a requirement that the occupant of the role participates in the office's wellness programs.

The occupant of the role may be required to participate in programs, which will require travel throughout NSW and staying overnight at regional locations and therefore a current and valid Australian motor vehicle license would be highly desirable.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [The Capability Framework | NSW Public Service Commission](#).

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 and inclusion	Foundational
 Relationships	Communicate effectively	Intermediate
	Commit to customer service	Intermediate
	Work collaboratively	Foundational
	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	Foundational
	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.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	Act with integrity Be ethical and professional, and uphold and promote the public sector values	• Represent your organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Report misconduct and inappropriate behaviour • Report and manage conflicts of interest and encourage others to do so	Intermediate
 Personal attributes	Manage self Be persistent, self-reflect and commit to learning	• Adapt your existing skills to new situations • Commit to achieving work goals • Be aware of your strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Persist when tasks are difficult	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	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 your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
 Results	Plan and prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and business unit's goals and set work tasks that contribute to meeting them • Set and develop team goals and plans, and use feedback to inform planning • Respond proactively to changing circumstances and adjust your plans when necessary • Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals • Adapt and respond proactively when priorities and work environments change	Intermediate
 Business enablers	Technology Understand and use available technology 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 • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate