

Role Description

Senior Approvals Officer

Cluster/Agency	Department of Education
Division/Branch/Unit	Early Childhood Education
Location	Sydney
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
ANZSCO Code	272613
Role Number	194883
PCAT Code	1119192
Date of Approval	September 2017
Agency Website	www.dec.nsw.gov.au

Overview

The NSW Department of Education serves the community by leading the provision of world-class education. The Department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

Located with the Department of Education (DoE), the Early Childhood Education (ECE) Directorate has an annual budget of approximately \$295 million, administering several programs and funding streams designed to meet the goals of the National Partnership Agreements on Universal Access to Early Childhood Education and the National Quality Agenda, with a focus on improved participation of children from Aboriginal and low income backgrounds.

As a regulatory authority under the national regulatory arrangements for early childhood education and care, the Directorate regulates approximately 5,500 services across the state. For services regulated under the National Quality Framework, this includes a process of assessment and quality rating by regional staff against the seven quality areas that make up the National Quality Standards.

Primary purpose of the role

The role approves, under delegation applications related to the operation of education and care services in NSW.

Key accountabilities

- Review and approve work of Approvals Officers, including the receipt, validation and assessment of applications for the operation of services to ensure that they meet the regulatory requirements for approval.
- Conduct complex assessments of applications to ensure they meet regulatory requirements.

- Maintain and apply a thorough and up to date knowledge of relevant operational policy, NSW and national legislation to ensure adherence to the principles of best regulatory practice.
- Provide assistance and coaching to team members on legislation, business practices and procedures to ensure consistent practice and the accurate and timely processing of applications.
- Ensure that the approvals for new providers, services and supervisors and other applications are processed within the required regulatory timeframes.
- Liaise with statewide network staff regarding the progress and quality of reports related to preapproval inspections and other matters in relation to approvals.
- Undertake process reviews and system audits to improve to improve processes. Prepare quality evidence-based written reports, submissions and correspondence.

Key challenges

- Maintaining a detailed knowledge of NSW and national legislation.
- Working in a high pressure environment.
- Providing advice on, and solutions to, contentious issues.

Key relationships

Who	Why
Internal	
ECE Branch Executive	<ul style="list-style-type: none"> • Provide advice about the processing of approvals and escalate contentious issues
Other areas of the Department for Education	<ul style="list-style-type: none"> • Support the maintenance of effective relationships and networks to foster collaboration, consultation and engagement on the effective and efficient procession of applications
External	
Broader government stakeholders and the ECE sector	<ul style="list-style-type: none"> • Support the maintenance of effective working relationships to facilitate the effective operation of services in accordance with the regulation • Support working parties and major committees

Role dimensions

Decision making

The role:

- acts independently with regards to processing applications for approvals and solving problems to deliver high quality work on time and within budget
- acts independently and uses initiative in performing the role's core work functions
- consults with the Approvals Coordinator in relation to decisions that have resource implications, far reaching implications, are contentious and /or are likely to have a negative reaction from stakeholders.

Reporting line

- The role reports to the Approvals Coordinator.

Essential requirements

Knowledge of and commitment to the Department's Aboriginal education policies.





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	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundation
	Project Management	Adept

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	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
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
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
		<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation