

Role Description

Warehouse Supervisor

Cluster	Education
Agency	NSW Education Standards Authority
Division/Branch/Unit	Finance & Governance
Location	117 Clarence Street, Sydney
Classification/Grade/Band	Clerk Grade 5/6
Role number	B4382
ANZSCO Code	591116
PCAT Code	1222172
Date of Approval	31 March 2022

Agency overview

The NSW Education Standards Authority (NESA) is an independent statutory authority responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood educators. NESA is responsible for developing policies and initiatives for evaluating and improving quality teaching and student learning across all schools and school sectors. NESA was formally established on 1 January 2017, in response to the need to adopt a more strategic and outward-looking focus, greater clarity of regulatory roles and responsibilities, and streamlined processes and systems.

Primary purpose of the role

The Warehouse Supervisor is responsible for the efficient day to day operations of the North Rocks Multi-Function Facility including building and fleet maintenance, all goods inwards and outwards, stock inventory control and rolling stock takes, paper records, processing of all commercial and non-commercial orders, and support of the Examination operation.

Key accountabilities

- Ensure efficient management of the facility operations on a day-to-day basis including stock control inventory.
- Provide a range of administrative and support services, including building management, asset management, onsite security management, fleet management and incident register management to support the effective operation of the facilities 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.
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate Information.
- Develop, implement and monitor office systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures.

Key challenges

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently

Key relationships

Who	Why
Internal	
Knowledge Manager	<ul style="list-style-type: none"> • Escalate issues, propose solutions, and provide updates • Provide advice and maintain WH&S and administrative processes • Escalate operational issues, keep informed, advise, and receive instructions • Report on order volumes, processing rate and inventory levels, and escalate issues as required • Provide support with storage and retrieval of NESAs archives • Report on work, health and safety issues and suggest improvements
Chief Financial Officer	<ul style="list-style-type: none"> • Work collaboratively to achieve organisational outcomes in a timely manner
Work Team	<ul style="list-style-type: none"> • Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes
Clients/Customers	<ul style="list-style-type: none"> • Monitor, address and/or escalate requests and provide services • Manage the flow of information, seek clarification and provide advice
External	
Client/Customers	<ul style="list-style-type: none"> • Monitor, address and/or escalate requests • Manage the flow of information, seek clarification and provide advice and responses
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Coordinate and monitor the supply of goods and services

Role dimensions

Decision making

Decisions are made in accordance with NESAs and/or Directorate documented policies and procedures including the Code of Ethics and Conduct. The role acts independently and in collaboration with the Manager, Knowledge Management in performing its core work and applies specialised knowledge, skills and professional judgement to achieve outcomes. This role also consults with the Manager, Knowledge Management on matters that are sensitive and/or contentious to agree on a suitable way forward.

Reporting line

This role reports to Manager, Knowledge Management

Direct reports

Warehouse Officer x 2

Essential requirements

- Demonstrated experience in building management, onsite security and maintenance.
- Current driver licence, current forklift licence and the ability to travel.
- Ability to participate proactively in managing workplace health and safety.
- An understanding of safe operation of plant and equipment and working at heights and physical ability to perform manual tasks within a warehouse environment.

Budget/Expenditure

NA

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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<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 Stay motivated when tasks become difficult 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<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 • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate
 <p>People Management</p>	<p>Inspire Direction and Purpose</p> <p>Communicate goals, priorities and vision, and recognise achievements</p>	<ul style="list-style-type: none"> • Assist the team or unit to understand organisational directions and explain the reasons behind decisions • Ensure that team and unit objectives lead to the achievement of business outcomes that align with organisational policies • Ensure team members understand how their activities create value for the organisation, customers and stakeholders • Encourage team members to strive for ongoing performance improvement • Recognise and acknowledge high individual and team performance 	Intermediate

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
 Personal Attributes	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
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	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
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational