

Role Description

Group Leader

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure NSW/Asset Management
Role number	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	612112
PCAT Code	1132292
Date of Approval	15 April 2024
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

The Group Leader manages and oversees the delivery of minor capital works and facilities management programs, in addition to providing operational input into the development of the annual capital works and facilities management programs. The Group Leader is also responsible for developing local project management protocols to ensure an effective working relationship between facilities management contractors, schools, and other stakeholders to deliver a range of programs and services.

Key accountabilities

- Manage and oversee the delivery of minor capital works and facilities management programs across schools at the direction of the Senior Group Leader or Director, Regional Office, as required.
- Provide operational and tactical input into the development of the annual capital works and facilities management programs.

- Develop local project management protocols to ensure an effective working relationship between facilities management contractors, schools, and other stakeholders to deliver a range of programs and services.
- Assist in the coordination of responses following emergencies in schools in consultation with the Treasury Managed Fund to ensure timely responses to the recommissioning facilities and infrastructure.
- Work closely with the Manager, Demountable Program in relation to meeting temporary accommodation requirements as required, including coordination of the annual accommodation review.
- Provide advice and support to Asset Services Officers in relation to the development of lease and licence agreements for other users, including advice to stakeholders relating to the procurement of children's services and markets.
- Develop and maintain positive and effective relationships with clients, school communities and other stakeholders to ensure effective communication on all aspects of service delivery and issues management.
- Provide high quality and accurate advice for the preparation of draft responses to technical briefs, Ministerial correspondence and information requests in relation to regional asset issues.

Key challenges

- Leading complex consultations and negotiations and providing strategic advice and offering solutions, often within short timeframes, to ensure that program delivery targets are met or exceeded.
- Maintaining a current knowledge of trends and developments including legislation and changes to policy and funding initiatives.
- Providing clear and effective advice to delivery teams to ensure stakeholder needs are met in an environment of finite resources and time pressures.

Key relationships

Who	Why
Internal	
Director, Regional Office (Asset Management)	<ul style="list-style-type: none"> • Receive direction, advice, guidance and support. • Consult with on performance and delivery strategies.
Asset Management Delivery teams	<ul style="list-style-type: none"> • Provide customer service and support in meeting delivery targets.
School Principals	<ul style="list-style-type: none"> • Provide customer service.
External	
Local government representatives, other service providers and facilities management contractors	<ul style="list-style-type: none"> • Develop and maintain effective working relationships to ensure the delivery of capital works, minor capital works and services are provided on time.

Role dimensions

Decision making

In consultation with the Senior Group Leader and Director, Regional Office, this role coordinates strategic asset programs delivered across the AMU area and makes decisions associated with timely program delivery. The role also makes decisions in relation to staff supervision in consultation with Senior Group Leader or Director.

Reporting line

Refer to the relevant business unit organisation chart.

Direct reports

Up to 8 staff

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of, and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Current driver's licence and willingness to travel across the assigned AMU area.
- Demonstrated understanding of, and commitment to, the value of public education.

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Remain composed and calm under pressure and in challenging situations • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 <p>Results</p>	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced
 <p>Business Enablers</p>	<p>Finance Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the relevant relationships • Make decisions and prepare business cases, paying due regard to financial considerations 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Procurement and Contract Management</p> <p>Understand and apply procurement processes to ensure effective purchasing and contract performance</p>	<ul style="list-style-type: none"> Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management Develop well-written, well-structured procurement documentation that clearly sets out the business requirements Monitor procurement and contract management processes to ensure they are open, transparent and competitive Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles Escalate procurement and contract management issues, where required 	Adept
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks 	Adept

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	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	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate