

Role Description

Manager, Process Automation

Cluster	Education
Division/Branch/Unit	Edconnect
Role number	216447
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	224712
PCAT Code	3226164
Date of Approval	November 2020
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The Manager, Process Automation is responsible for leading and managing the automation hub within EDConnect, the department's Shared Service Centre. Using Robotic Process Automation and Intelligent Automation applications within an Automation Operating Model, the team builds capacity within the department and delivers better services to schools.

Key accountabilities

- Accountable for the identification, assessment, design, configuration, testing, deployment, integration, monitoring and evaluation of robotic process automations within EDConnect
- Promote a culture of customer-centred service delivery and continuous service improvement to ensure they meet customer needs and expectations, and Service Level Agreements.
- Lead the design and development of the EDConnect Automation Hub that engages stakeholders and delivers robust program governance
- Design and inform business requirements for Shared Services technology, systems and process to enable regular evaluation and accurate reporting of the EDConnect objectives. In this context, the role evaluates available data and research and derives evidence-based solutions to inform the review of Shared Services operations, customer experience, programs and initiatives. Effective business partnering, leading working parties and developing ideas consistent with business objectives will facilitate this.
- Build and foster strategic partnerships across EDConnect, corporate partners, relevant external agencies and industry leaders. As a member of the senior management team, the role is ideally placed

to partner with key stakeholders and gain support across the department for Shared Services' programs and initiatives.

- Manage and evaluate team performance and facilitate ongoing professional development. Ensure that all staff within the unit are effectively engaged and motivated in the delivery of service and business outcomes. This includes implementing the department's performance development program for team members who are direct reports.
- Provide regular updates to the Director, Service Delivery regarding progress and achievement of the role's agreed business and reporting targets. The supervisor needs to be alerted to potential or emerging business critical matters that could adversely impact Shared Services program/policy implementation and/or service delivery. In this respect, the role identifies and assesses risk, and proposes and evaluates risk mitigation strategies.
- In consultation with the supervisor, develop an annual work plan that articulates and clarifies specific role responsibilities, key performance indicators and expected outcomes of success over a 12 month period; monitor and evaluate individual and team performance through performance development, to support team members, and enhance individual and team achievements

Key challenges

- Providing efficient and high level customer service delivery while ensuring competing and conflicting business priorities are met within agreed timeframes and to the required standard in the context of a large and complex organisation that is continuously undergoing transformation and implementing reform programs to support the delivery of better educational outcomes for the NSW community
- Keeping abreast of current and emerging shared services and customer experience trends, technologies, policy and legislative reform to support the execution of the Department and Shared Services strategy and objectives

Key relationships

Who	Why
Internal	
Automation Service Governance Forum	<ul style="list-style-type: none"> • Ensure Governance arrangements are upheld, report on return on investment, ensure appropriate IT support, compliance with relevant policies and reporting of risks
Team members	<ul style="list-style-type: none"> • Inspires, motivates and mentors team members and colleagues to achieve goals • Provides ongoing performance feedback, coaching and development to direct reports • Provides a conduit across teams in Shared Services Directorate to ensure the consistent provision of advice and service
Supervisor	<ul style="list-style-type: none"> • Provides regular status reports • Consults regarding the management of sensitive, high-risk or business-critical matters • Receives ongoing performance feedback, coaching and development
Shared Services team members	<ul style="list-style-type: none"> • Work with teams to develop pipeline of activity, develop automations iteratively and regression testing for when systems and processes change

Who	Why
	<ul style="list-style-type: none"> Share and analyse customer and service data to identify opportunities for process and service improvement
External	
Industry professionals/Consultants	<ul style="list-style-type: none"> Maintains role specific specialist knowledge (if applicable) / understanding of Shared Services practices, seeks advice and collaborates on the implementation of Shared Services strategies to keep abreast of best practice
Service Providers	<ul style="list-style-type: none"> Monitors the performance of external contractors, consultants, assist in negotiating and resolving disputes
Key external stakeholders	<ul style="list-style-type: none"> Develops and maintains effective working relationships and open channels of communication to facilitate liaison, consultation and engagement

Role dimensions

Decision making

- The role acts independently in performing its core work functions and requires the application of knowledge, skills and professional judgement within Shared Services policies and guidelines to achieve Shared Services Directorate / business unit target outcomes. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action.
- The role has authority to make decisions about the design and coordination of workflows and project paths, as well as the deployment of team members, tasks and allocated resources to ensure the achievement of business and unit outcomes.

Reporting line

This role reports to the Director, Service Delivery

Direct reports

This role has direct reports. Please refer to the relevant business unit organisational chart.

Budget/Expenditure

The role manages a budget and has financial delegation in accordance with departmental policy.

Essential requirements

- Tertiary qualifications or relevant experience in Engineering, Computer Science, Business Administration, Finance or a relevant discipline.
- Proven experience across a range of IT, Continuous Improvement, accounting and finance functions
- Knowledge of and commitment to the department's Aboriginal education policies.

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	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">• Remain composed and calm and act constructively in highly pressured and unpredictable environments• Give frank, honest advice in response to strong contrary views• Accept criticism of own ideas and respond in a thoughtful and considered way• Welcome new challenges and persist in raising and working through novel and difficult issues• Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• 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
	Influence and Negotiate		Adept

	Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none">• Negotiate from an informed and credible position• Lead and facilitate productive discussions with staff and stakeholders• Encourage others to talk, share and debate ideas to achieve a consensus• Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes• Influence others with a fair and considered approach and sound arguments• Show sensitivity and understanding in resolving conflicts and differences• Manage challenging relationships with internal and external stakeholders• Anticipate and minimise conflict	
 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 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
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none">• Assess work outcomes and identify and share learnings to inform future actions• Ensure that own actions and those of others are focused on achieving organisational outcomes• Exercise delegations responsibly• Understand and apply high standards of financial probity with public monies and other resources• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety• Conduct and report on quality control audits• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none">• Identify opportunities to use a broad range of technologies to collaborate• Monitor compliance with cyber security and the use of technology policies	Adept



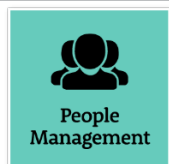
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

Adept



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- 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

Optimise Business Outcomes

Manage people and resources effectively to achieve public value

- Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives





Adept

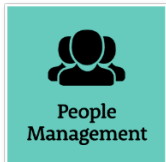
- Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning
- When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences
- Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context
- Monitor performance against standards and take timely corrective actions
- Keep others informed about progress and performance outcomes

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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Advanced
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 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



Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept