

Role Description

Data Integrity Officer, Student Records

Cluster	Separate Agency
Agency	NSW Education Standard Authority
Division/Branch/Unit	Assessment Operations
Location	117 Clarence Street Sydney
Classification/Grade/Band	Clerk grade 5/6
Role Number	B1170
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	14 September 2022
Agency Website	http://www.educationstandards.nsw.edu.au

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 Data Integrity Officer is responsible for ensuring accuracy and integrity of student entry and result data supplied to NESA for the purpose of credentialing. This role assists high schools across NSW with the collection, processing and validation of their student data relating to Year 10, Year 11 and Year 12 Higher School Certificate (HSC) entries; grades; Life Skills outcomes and school assessment marks.

Key accountabilities

- Provide advice, mainly via phone and email, that professionally and effectively supports NSW schools to complete their student data submission requirements.
- Ensure the integrity and validity of school supplied entry and results data for the purpose of credentialling.
- Work cohesively with the Head, team members and staff of other branches to monitor and improve business systems including functionality requirements of the NESA dedicated web portal, Schools Online.
- Provide advice and support, mainly via phone and email, to NSW senior students using the NESA dedicated web portal, Students Online.
- Assist the Head in the planning and delivery of communications to schools and students relating to student data submission requirements.

Key challenges

- Managing and resolving issues in a frontline, high volume, customer focused environment
- Providing accurate and consistent advice
- Prioritising work to meet deadlines and stakeholder expectations

Key relationships

Who	Why
Internal	
Unit Head	<ul style="list-style-type: none">• Escalate issues, keep informed, advise and receive guidance• Participate in discussions and receive direction on unit priorities
Team members	<ul style="list-style-type: none">• Communicate Effectively to ensure consistence advise and support is given to internal colleagues and external stakeholders• Work collaborative to ensure Team's responsibilities are delivered in required timeframes
Other NESA Units / Branches / Directorates	<ul style="list-style-type: none">• Provide advice and to contribute to achieving business outcomes
External	
School and education sector representatives	<ul style="list-style-type: none">• Handle enquiries and routine correspondence• Provide advice and support to ensure accuracy and valid data is supplied
Parents and students	<ul style="list-style-type: none">• Maintain confidentiality at all time• Provide routine advice

Role dimensions

Decision making

Decisions are made in accordance with the NESA and/or Directorate documented policies and procedures.

Reporting line

The Data Integrity Officer reports to the Head, Student Records & Credentials

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements





Working With Children Check.

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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	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	Intermediate

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	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism
Act with Integrity		

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
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 Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies