Role Description
Risk Officer

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure NSW/Business Enablement/Governance
Role number	246060, 246059
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224412
PCAT Code	1221192
Date of Approval	28 February 2023
Agency Website	education.nsw.gov.au
	schoolinfrastructure.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people 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

Support the development, implementation and evaluation of SINSW risk management strategies to achieve business outcomes. The role covers both business and infrastructure project risks.

Undertake a broad range of research, analysis and governance activities within SINSW to support the achievement of organisational objectives.

Key accountabilities

- Support the implementation and delivery of programs and projects to effectively manage SINSW's governance and risk.
- Undertake risk workshops for SINSW business units that enables the rigorous identification, assessment, mitigation and reporting of risks.

- Apply risk management procedures in compliance with relevant standards and legislative requirements to support sound risk management practices.
- Develop and maintain positive relationships with internal and external stakeholders to facilitate engagement and consultation and provide timely and accurate reports on the progress of risk management activities.
- Support initiatives to strengthen risk management capabilities across SINSW, including the development of effective communications and professional staff development opportunities.
- Undertake analysis and provide a range of project management and support services, including preparation of discussion papers, briefs and submissions, to contribute to the development and delivery of governance and risk initiatives.
- Support the implementation, monitoring and testing of business continuity plans to help identify, prevent and minimise risk where possible.

Key challenges

- Managing competing priorities and providing consistently high levels of support, given competing priorities, tight deadlines, and the need to maintain confidentiality and act with discretion.
- Maintaining effective working relationships with internal stakeholders to support the delivery of high quality information and advice.
- Maintaining knowledge of current and emerging trends to ensure that work is based on contemporary practice.

Key relationships

Who	Why
Internal	
Manager	- Receive advice, guidance, instructions and performance feedback. - Provide support and input on the development of risk policies, projects, reporting and administrative processes. - Plan and deliver risk reporting and analysis. - Escalate issues and propose solutions.
Director, Governance	- Manage the flow of information, seek clarification and provide advice, reporting and responses. - Monitor, address and/or escalate requests and provide services.
Work Team	- Support team members and work collaboratively to achieve business outcomes. - Participate in meetings, share information and provide input on issues.
DoE Chief Risk Office	- Manage the flow of information, seek clarification and provide advice and responses. - Provide advice and contribute to decision making. - Monitor, address, and/or escalate requests and provide services.
External	
Other NSW Government agencies, including Department of Premier and Cabinet and NSW Treasury	- Manage the flow of information, seek clarification and provide advice and responses on governance and risk matters. - Monitor, address and/or escalate requests and provide services.

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Role dimensions

Decision making

The role works with limited supervision and guidance to achieve overall work commitments developed in agreement with the manager. Is accountable for the completion and delivery of assigned work in accordance with agreed work plans, budgets and timeframes.

In matters that are sensitive, high-risk or business critical, the role consults with the manager to agree on a suitable course of action.

Reporting line

Manager, Project Risk

Direct reports

Nil

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

- Relevant tertiary qualifications in Risk Management, Business or a related field and/or equivalent knowledge and experience.

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.
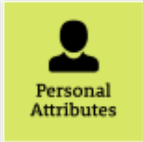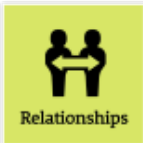
The capabilities are separated into focus capabilities and complementary capabilities

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	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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

	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

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	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational