Role Description
Senior Project Officer, Operations

Cluster	Separate Agency
Agency	NSW Education Standards Authority (NESA)
Division/Branch/Unit	Assessment Operations
Location	117 Clarence Street, Sydney
Classification/Grade/Band	Clerk grade 9/10
Kind of Employment	Ongoing
Role Number	TBC
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	April 2023
Agency Website	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 teachers. 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 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. It also aims to improve quality teaching and student learning across all schools and school sectors. It is responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood teachers.

Find out more **NSW Education Standards Authority**

Primary purpose of the role

The TRIM Administrator plays a crucial role in maintaining NESA's Records Management system, Content Manager (also known as TRIM). They are responsible for ensuring the accurate, efficient, and secure management of records and information throughout the agency, in compliance with relevant policies, procedures, and legislation.

Key accountabilities

- Oversee the administration, configuration, and maintenance of the Micro Focus Content Manager (TRIM) system to ensure optimal performance and data integrity.
- Collaborate with internal stakeholders to define and implement document and records management policies, procedures, and best practices.

- Provide user support, including troubleshooting and resolving technical issues, and deliver training to end-users to ensure effective utilisation of the TRIM system.
- Monitor system performance and conduct regular audits to identify and address any potential issues, ensuring compliance with relevant regulations and industry standards.
- Manage and maintain user access, security permissions, and system configurations in line with organisational requirements and best practices.
- Coordinate with vendors and ICT support teams to implement system updates, patches, and enhancements, and provide feedback to improve the TRIM system's functionality.
- Develop and maintain system documentation, including user guides, policies, procedures, and technical specifications.
- Assist in the design and implementation of integrations between TRIM and other enterprise systems or applications.
- Continuously evaluate and recommend new features or improvements to optimise system performance and end-user experience.

Key challenges

- Ensuring the TRIM system remains up-to-date, secure, and compliant with evolving regulations and technological advancements.
- Promoting a culture of effective records management across the agency, with staff at all levels understanding their responsibilities and the importance of maintaining accurate and accessible records.
- Balancing the need for efficient access to information with the requirements for privacy, security, and compliance

Essential requirements

- Qualifications and/or equivalent experience in a relevant area such as project management, procurement activities and supply chain/operations management.
- Working with children check clearance
- Driver's license

Note: at various times throughout the year, the role will be required to work outside of normal business hours and at different metropolitan locations.

Key relationships

Who	Why
Internal	
Internal stakeholders	• Collaborate with department heads, team leaders, and staff across NESA to support their records management needs and ensure compliance with policies and procedures
	• Provide support for specific projects.
	• Provide advice and report on progress in the context of future directions
	• Identify emerging issues/risks and their implications, and propose solutions
ICT directorate	• Coordinate with the IT department to ensure the smooth integration of the TRIM system with other agency applications and infrastructure
External	

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Vendors, service providers and consultants	• Engage with vendors, government agencies, and industry experts to share best practices, address common challenges, and stay informed about changes in regulations and technology.
	• Consult, provide and obtain information, negotiate required outcomes and timeframes
	• Engage and consult in the resolution of project issues

Role dimensions

The TRIM Administrator is responsible for making informed decisions regarding the management of NESA's records and information, ensuring compliance with legislation and best practices

Strong communication skills are essential for providing training, support, and guidance to staff, as well as for maintaining effective relationships with both internal and external stakeholders

The TRIM Administrator must be able to analyze complex information, identify issues, and develop appropriate solutions to address challenges and improve the TRIM system

Reporting line

The TRIM Administrator reports to the Knowledge Manager.

Direct reports

NA

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	**Adept**
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Adept**
	Influence and Negotiate	**Adept**
Results	Deliver Results	Adept
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Adept
	Project Management	**Adept**
People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	**Adept**
	Manage Reform and Change	**Adept**

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 Manage Self	Adept	• 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 a high level of personal motivation
Relationships Work Collaboratively	Adept	• 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

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Relationships Influence and Negotiate	Adept	• 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 Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis

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Business Enablers	Adept	• Prepare clear project proposals and define scope and goals in measurable terms
Project Management		
		• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
		• Prepare accurate estimates of costs and resources required for more complex projects
		• Communicate the project strategy and its expected benefits to others

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects
Business Enablers	Advanced	• Champion the use of innovative technologies in the workplace
Technology		• Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
		• Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
		• Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
		• Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies
People Management	Adept	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives
Optimise Business Outcomes		• Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning
		• Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context
		• Monitor performance against standards and take timely corrective actions
		• Keep others informed about progress and performance outcomes

People Management	Adept	• Actively promote change processes to staff and participate in the communication of change initiatives across the organisation
Manage Reform and Change		• Provide guidance, coaching and direction to others managing uncertainty and change
		• Engage staff in change processes and provide clear guidance, coaching and support
		• Identify cultural barriers to change and implement strategies to address these