

Role Description

Principal Project Officer



Education

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Learning Improvement / Early Childhood Education / Quality Assurance and Regulatory Services (QARS)
Role number	239524
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	221192
Date of Approval	1 August 2022
Agency Website	https://education.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.

There are two Directorates for Early Childhood Education (ECE)

- Quality Assurance and Regulatory Services Directorate (QARS)
- ECE and Schools Policy Directorate

This role sits within:

Early Childhood Education Quality Assurance and Regulatory Services Directorate

We have regulatory responsibility, through the National Quality Framework and our state-based early childhood legislation, to raise quality and drive continuous improvement and consistency in education and care services. Our Directorate regulates and supports over 5,800 services in NSW through monitoring, assessment and rating, enforcement and compliance and approval processes, and a wide range of sector development, support and engagement activities. We work with States, Territories and the Australian Government and the Australian Children's Education and Care Quality Authority (ACECQA) to ensure a consistent application of the National Quality Framework and we continuously strive to work with the education and care sector to improve how we regulate to enhance child outcomes. We also work with other Government agencies to ensure the safety of children.

Primary purpose of the role

The role manages continuous improvement and innovation in regulatory policy, systems and business processes to ensure best practice regulation and optimum effectiveness and efficiency for the Directorate and regulated entities.

Key accountabilities

- Collaborate with staff across the Directorate and engage with stakeholders and other regulatory bodies, to establish and drive a culture of continuous improvement and innovation in the Directorate's regulatory and operational activities.
- Interpret regulatory data and apply theory to inform the design of innovative regulatory responses
- Manage the implementation of new regulatory policies and procedures including building staff capability to ensure effective and consistent implementation of best practice regulation.
- Lead and manage reviews and the analysis of regulatory operations and activities to identify opportunities for policy, process and technological improvements.
- Drive the improved use of existing technology and the take up of new technologies and systems to support the implementation of best practice and efficient regulatory processes.
- Lead a range of in-house and outsourced programs and projects to develop products, conduct analyses, and formal evaluations to deliver the directorate's strategic plan.
- Prepare quality evidence-based written briefs, proposals, correspondence and reports which effectively communicate findings, recommend policy positions and identify areas for improvement to the Director, Executive Director, Deputy Secretary, the Secretary and the Minister.

Key challenges

- Managing consultations and negotiations with staff and sector stakeholders to develop and foster a culture of innovation and continuous improvement.
- Maintaining currency of knowledge about best practice and risk based regulation, the early childhood education sector, regulatory technological innovation and regulatory frameworks.
- Providing high quality work within tight and often conflicting timeframes.

Key relationships

Internal

Who	Why
QARS teams and Executive Director	<ul style="list-style-type: none">• Provide advice to support the development of a culture of continuous improvement and innovation in regulatory and operational functions across the Directorate
Direct Reports	<ul style="list-style-type: none">• Provide leadership and support and assist in prioritising work tasks• Set overall performance expectations and provide guidance and feedback
Other areas of the Department of Education	<ul style="list-style-type: none">• Establish and maintain effective relationships and networks to drive a culture of continuous improvement in the Directorate

External

Who	Why
Broader government stakeholders and the ECE sector	<ul style="list-style-type: none">• Drive the development and maintenance of effective working relationships to foster a culture of innovation and continuous improvement in the sector• Lead and support working parties and major committees

Role dimensions

Decision making

This role:

- has a high level of autonomy, uses initiative and is fully accountable for the development of high-quality initiatives to drive a culture of continuous improvement and innovation on time and within budget
- acts independently to plan, lead and organise the work of the team to deliver high quality support to the Directorate to achieve agreed objectives and performance targets
- consults with the Director to discuss and escalate issues as appropriate with regard to driving a culture of innovation and continuous improvement

Reporting line

The role reports to the Director Planning Change and Reform

Direct reports

TBC

Budget/Expenditure

TBC

Key knowledge and experience

Knowledge of and commitment to implementing the [Department's Aboriginal Education Policy](#), upholding the [Department's Partnership Agreement with the NSW AECG](#) and the [ECE First Steps Strategy](#) to ensure quality outcomes for Aboriginal people and support Aboriginal children and families in NSW.

Essential requirements

- Tertiary qualifications in a relevant discipline, or demonstrated equivalent knowledge and/or experience
- Knowledge of and commitment to the Department's Aboriginal education policies.
- A valid Working with Children Check Clearance

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • 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
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- 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



Project Management

Understand and apply effective planning, coordination and control methods

- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Advanced



Manage and Develop People

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

- Refine roles and responsibilities over time to achieve better business outcomes
- Recognise talent, develop team capability and undertake succession planning
- Coach and mentor staff and encourage professional development and continuous learning
- Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation
- Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives

Advanced



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
- 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

Adept














Occupational Specific Focus Capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Regulatory Capability (NSW Specific)	Regulatory Skills	<ul style="list-style-type: none"> • Maintains up-to-date knowledge of regulatory best-practice • Reviews policies, procedures regularly, and develops new materials when needed to create efficiencies or strengthen regulatory practice • Anticipates risks, uses data to identify emerging risks, and develops innovative responses • Coaches and guides individuals and teams in the application of the risk-based framework • Allocates team resources and schedules activities based on risk • Uses stakeholder engagement as a way to influence regulatory behaviours in stakeholder groups 	Advanced
Regulatory Capability (NSW Specific)	Regulatory Data	<ul style="list-style-type: none"> • Gathers and analyses regulatory data using all available resources • Applies data analysis to review and understand risk, compliance, and quality trends • Researches, reviews and considers relevant regulatory data when recommending decisions 	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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	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	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate