

Role Description

Senior Advisor, Workforce Planning



Education

Agency	Department of Education
Division/Branch/Unit	Human Resources
Location	Blacktown
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	551311
Role Number	Various
PCAT Code	1224148
Date of Approval	May 2016
Agency Website	www.dec.nsw.gov.au

Department of Education

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

Primary purpose of the role

The Senior Advisor plays a leading role in providing exemplary customer service and specialist advice, and engages team members in the delivery of accurate, reliable and targeted outcomes that meet customer expectations. The role is also accountable for optimising business outcomes and drives the day to day operational activities of the team in order to achieve team objectives.

The role supports the Workforce Planning team within the Strategy and Governance functional area. The Workforce Planning function is responsible for workforce profiling, analysis and forecasting future workforce requirements. The team partners with Workforce Reporting to collect workforce data such as job characteristics, skills and capabilities, workforce size and location and demographics, applies predictive analytics and modelling to understand key trends and consults with external networks and forums to understand trends, issues and external factors affecting the broader industry and environment. This allows the team to identify risks or opportunities and develop strategies to address gaps between the current and future workforce requirements.

Key accountabilities

- Guide the day-to-day work activities of the team, including workload, timelines and expected outcomes. The role is also accountable for ensuring work remains on target, within budget and meets agreed standards of delivery.
- Adopt and implement appropriate workflows, supervise and champion the use of new/updated technologies and methodologies to ensure that team members have the necessary skills and experience to deliver efficient and effective service.
- Monitor, review and analyse systems and databases to generate reports that provide accurate advice and information for staff, customers, management and external agencies.
- Work collaboratively with team members to develop innovative policies, programs and documentation, in accordance with legislative and related business reforms.
- Foster and build sustainable relationships with internal and external stakeholders to gain support for the implementation of business reforms and to increase staff commitment to service delivery.
- Support, encourage and mentor team members to achieve personal and team goals.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables and indicators of success over a 12 month period.

Key challenges

- Balancing a range of competing and conflicting work priorities and/or workflows. The challenge comes when competing and conflicting demands are impacted by non- negotiable deadlines. This necessitates the role to engage with and effectively manage stakeholder expectations.
- Keeping abreast of current and emerging trends, policy and legislative reform is critical as the role deals with internal and external customer requests across a broad range of issues in the provision of educational services.
- Maintaining technical expertise and knowledge of best practice while guiding the team through the appropriate processes, systems and policies to achieve business outcomes.

Key relationships

Who	Why
Internal	
Customers	<ul style="list-style-type: none">• Delivers high quality customer-focused services• Provides guidance in resolving technical and/or complex matters requiring specialist knowledge
Team members	<ul style="list-style-type: none">• Guides the day-to-day work activities of the team• Plans and monitors resource allocation effectively• Supports and shares information with colleagues to achieve team goals and provides and seeks assistance as required

Who	Why
Supervisor	<ul style="list-style-type: none"> Provides regular status reports Escalates issues, provides updates and clarifies instructions Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters Receives ongoing performance feedback, coaching and development
Learning Networks/Communities of Practice	<ul style="list-style-type: none"> Actively participates in internal and/or external learning opportunities, briefing sessions and workshops to keep up to date and to maintain specialist/technical knowledge
External	
Industry professionals/Consultants	<ul style="list-style-type: none"> Maintains specialist knowledge, seeks advice and collaborates on the implementation of organisation strategies to keep abreast of best practice

Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve 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.

Where the role supervises a team, it has authority to make decisions about the coordination of workflows, and 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 Lead, Workforce Planning.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements






- Tertiary qualifications or relevant experience in Human Resource Management, Information Systems, Business Analytics or a relevant discipline
- Expertise across a range of HR functions, with a focus specific to this role on workforce analysis, planning and reporting
- Knowledge of and commitment to the Department's Aboriginal Education and Training policies

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://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	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	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	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

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	<ul style="list-style-type: none"> 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 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
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Foundational	<ul style="list-style-type: none"> 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
	Intermediate	<ul style="list-style-type: none"> Clarify work required, expected behaviours and outputs Contribute to developing team capability and recognise potential in people Give support and regular constructive feedback that is linked to development needs Identify appropriate learning opportunities for team members Recognise performance issues that need to be addressed and seek appropriate advice
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> Develop team/unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/unit objectives Ensure team members work with a good understanding of business principles as they apply to the public sector context Participate in wider organisational workforce planning to ensure the availability of capable resources