

Role Description

Hub Coordinator

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|---------------------------|--|
| Cluster/Agency | Department of Education |
| Division/Branch/Unit | Early Childhood Education |
| Location | Various |
| Classification/Grade/Band | Clerk Grade 9/10 |
| Kind of Employment | Ongoing |
| ANZSCO Code | 224999 |
| Role Number | 222221, 222222 |
| PCAT Code | 1119192 |
| Date of Approval | July 2020 |
| Agency Website | www.dec.nsw.gov.au |

Overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Early Childhood Education

Located within the Department of Education, we are committed to driving educational and developmental outcomes for children attending education and care services, including long day care, preschool, outside school hours care, family day care and occasional care.

Our aim is that all children in NSW participate in high quality education and care services, including for 600 hours a year in the two years before school. Our work is based on established evidence of the benefits of early childhood education to enhance children's cognitive abilities and social and emotional skills.

There are two Directorates for Early Childhood Education:

- Quality Assurance and Regulatory Services Directorate
- Policy and Programs

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 5,500 services in NSW through monitoring, assessment and rating, enforcement and compliance and approval processes. We work with jurisdictional partners across Australia 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.

Early Childhood Education Policy and Programs Directorate

We drive early childhood education policy and design and implement programs and projects aimed at ensuring education and care programs are accessible for all children. We do this by analysing, understanding and informing national policies on early childhood education. We directly fund services and organisations to help meet the goals of the National Partnership Agreement on Universal Access to Early Childhood Education and support services to deliver high quality education and care. We carry out research and analysis on how to effect positive educational change particularly for Aboriginal children, children with disability and children in regional and remote NSW.

Primary purpose of the role

The role manages the delivery of core regulatory and compliance functions for early childhood education services across the Hub, including quality assessment and rating functions and risk-based regulation, under the National Quality Framework (NQF).

Key accountabilities

- Manage the Hub's core regulatory and compliance services including quality assessment and rating functions and audits of service providers, and implement and monitor follow up actions as required to ensure compliance with policy and regulations and to lift the performance of the sector.
- Provide advice in relation to the investigation of complaints and incidents and, where necessary, escalate matters to the Manager Statewide Network and to the Compliance and Investigations team.
- Implement targeted engagement, communication and capability development strategies across the Hub to enhance workforce knowledge and capability, in consultation with the other areas of the Directorate.
- Develop and maintain effective relationships with sector stakeholders to support the Directorate's overarching stakeholder engagement strategies, and to build strong partnerships across the Hub.
- Participate in Hub groups and forums to seek and provide information to enhance the knowledge and performance of the sector, and to inform policy and program development.
- Foster staff participation in cross-team groups to ensure that frontline knowledge and experience is captured in the development of policy and in strategic projects.
- Prepare quality evidence-based written reports, submissions and correspondence.

Key challenges

- Managing high volume, high pressure regulatory, compliance and assessment and rating functions in a timely, consistent and quality manner.
- Maintaining currency of knowledge about early childhood education policy and regulatory frameworks.
- Providing high quality work within tight and often conflicting timeframes.

Key relationships

| Who | Why |
|--|---|
| Internal | |
| ECE Directorate Executive | <ul style="list-style-type: none"> • Provide advice to support decision making processes and regulatory activities and to escalate serious or contentious issues |
| 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 for Education | <ul style="list-style-type: none"> • Establish and maintain effective relationships and networks to ensure the provision of high quality regulatory and compliance services |
| External | |
| Broader government stakeholders and the ECE sector | <ul style="list-style-type: none"> • Develop and maintain effective working relationships to ensure the provision of high quality early childhood education services • Support working parties and major committees |

Role dimensions

Decision making

This role:

- acts independently with regards to high quality Hub services and programs on time and within budget
- acts independently and uses initiative in performing the role's core work functions
- consults with the Manager in relation to decisions that have resource implications, far reaching implications, are contentious and/or are likely to have an impact on stakeholders

Reporting line

The role reports to the Manager Statewide Network

Direct reports

The role has 18-19 direct reports

Budget/Expenditure

TBA

Essential requirements






- Tertiary qualifications in a relevant discipline.
- Knowledge of and commitment to the Department's Aboriginal education policies.
- A driver licence as driving is an essential requirement of this role
- A valid 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 | Adept |
| | Manage Self | Intermediate |
| | Value Diversity | Intermediate |
|  Relationships | Communicate Effectively | Adept |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Advanced |
| | Influence and Negotiate | Adept |
|  Results | Deliver Results | Adept |
| | Plan and Prioritise | Adept |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Intermediate |
|  Business Enablers | Finance | Intermediate |
| | Technology | Adept |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Adept |
|  People Management | Manage and Develop People | Advanced |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Business Outcomes | Adept |
| | Manage Reform and Change | 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 Act with Integrity | Adept | <ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|---|----------|---|
| | | <ul style="list-style-type: none"> • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour |
| Relationships Work Collaboratively | Advanced | <ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions |
| Relationships Influence and Negotiate | Adept | <ul style="list-style-type: none"> • 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 and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict |
| Results Deliver Results | Adept | <ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes |
| Results Plan and Prioritise | Adept | <ul style="list-style-type: none"> • 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 |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|----------|--|
| Business Enablers Project Management | Adept | <ul style="list-style-type: none"> • 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 • Prepare clear project proposals and define scope and goals in measurable terms • 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 • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects |
| People Management Manage and Develop People | Advanced | <ul style="list-style-type: none"> • 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 • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives |
| People Management Optimise Business Outcomes | Adept | <ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • 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 |