

Role Description

Delivery Assurance Lead



Education

Agency	Department of Education
Division/Branch/Unit	SIER / Transformation / Portfolio Governance, Delivery Assurance & Reporting
Role number	216432 / PGAR02
Classification/Grade/Band	Clerk Grade 9/10
Employment Type	Ongoing / Temporary
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	TBC
Agency Website	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.

The Transformation Directorate purpose is "to partner with the education community to drive insight, rigour and innovation in the way the Department delivers lifelong learning outcomes".

Primary purpose of the role

The role is responsible for ~~responsible~~ for delivery assurance and reporting on priority projects and programs, ensuring that they meet the stated aims of the department

Key accountabilities

- Provide advice to project and program leads ~~and teams to inform and support the establishment and management of project and program governance and to assure the delivery of priority programs and projects within the portfolio, designing and implementing~~ quality assurance frameworks and processes ~~and the identification which will be strategically deployed to of identify~~ potential issues and risks ~~to, ensuring that ensure~~ portfolio objectives are achieved.
- Review project submissions, including reviewing project estimates, schedules, delivery approach, financials and resource plans, to ensure projects are achievable and are aligned with reporting and governance guidelines and assurance frameworks.

- Build collaborative partnerships with project and program leads ~~as assigned~~, to ensure key project information is ~~communicated promptly and analysed and~~ to facilitate regular reporting to key stakeholders and the Executive to inform decision making.
- Coordinate and manage review meetings with project and program leads and team members to monitor progress, discuss project health, identify potential and arising risks and recommend corrective actions to ensure projects are managed in line with due diligence requirements and are delivered according to approved time, cost and quality agreements.
- Provide advice and support to teams in meeting enterprise requirements for governance, assurance, project management, risk management and change management to build capability and understanding across the portfolio.
- Monitor for opportunities to continually improve portfolio management processes and activities, including identifying opportunities for portfolio management improvements and greater effectiveness in scheduling, tracking, budgeting and resourcing of projects.
- Contribute to the development of and foster an organisational culture which encourages and supports innovation, customer responsiveness as well as flexibility and empowerment of staff to enable the Department to meet its current and future strategic objectives.

Key challenges

- Identifying risks, issues and areas of non-compliance proactively and influencing and supporting the project leads and teams to meet governance and project requirements.
- Balancing competing demands and stakeholder requirements effectively to ensure key deliverables are met within the required timeframes.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues and priorities • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose practical solutions
Project / Program Teams / Stakeholders	<ul style="list-style-type: none"> • Guide, support, coach and mentor team members • Provide advice on governance and project management related matters • Work collaboratively to contribute to achieving project success • Report and provide updates on project health and compliance • Consult and collaborate to resolve project related issues at assurance gateway points and throughout the lifecycle • Maintain awareness of relevant enterprise frameworks and policies
External	
Stakeholders	<ul style="list-style-type: none"> • Provide or contribute to reporting on project and program assurance as required

Role dimensions

Decision making

This role consults with the Manager ~~Governance &~~Delivery Assurance to agree to suitable courses of action in matters that are critical to the achievement of portfolio, program and project benefits.

Reporting line

The role reports to the Manager ~~Governance and~~Delivery Assurance.

Direct reports

Nil.

Budget/Expenditure

This role has financial delegation in line with Department policy.

Key knowledge and experience

- Demonstrated expertise in best practice project management methodologies and tools.
- Tertiary qualifications in finance, economics, business management or related discipline, or equivalent knowledge, skills 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

- Hold a valid clearance to work with Children (Working with Children Check).

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	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement 	Adept

		<ul style="list-style-type: none"> Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness 	Adept
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects 	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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	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
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	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
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	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	Intermediate