Role Description
Governance Secretariat Officer

NSW GOVERNMENT | Education

Cluster	Education
Division/Branch/Unit	Information Technology Directorate
Location	Australian Technology Park, Sydney
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
Role Number	198971, 223285
ANZSCO Code	313199
PCAT Code	1126368
Date of Approval	June 2021
Agency website	www.dec.nsw.gov.au

Department of Education

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.

Primary purpose of the role

The Governance Secretariat Officer provides secretariat support to the DoE Technology Governance forums supporting key decision making through the program lifecycles. The Governance Secretariat Officer will manage the ICT projects to ITD Departmental standards, and ensure projects and programs are governed efficiently and effectively. The role actively contributes to a high performance team environment, collaborates effectively, and enables continual service improvement practices.

Key accountabilities

- Deliver decision-making across program governance forums, in line with the DoE Technology Governance.
- Preparation of the agendas and papers, minutes and action logs, and the tracking and monitoring of decisions and actions through to their conclusion.
- Be responsible for the content and timely delivery of meeting agendas, papers and the tracking and monitoring of decisions and action items.
- Maintain high-level knowledge and understanding of ITD and business-lead activities and dependencies, and provide advice on program governance matters with the program leadership.
- Work collaboratively and engage with a program staff and other key stakeholders to identify contentious issues arising from decisions, actions or other sources to meet agreed timelines and deadlines.

- Undertake research and analysis to inform, highlight and recommend improved business approach or strategies, including the preparation of correspondence and presentation.

Key challenges

- Requirement to ensure quality documentation is dependent on program and project managers and requires close collaboration and an understanding across and broad range of initiatives.
- Requirement to deliver high quality governance and secretariat artefacts in a compressed timeline to meet the needs of senior executives.
- Importance of maintaining a detailed awareness of the content and timely delivery of agendas and papers, minutes and actions, and tracking and monitoring of these decisions.

Key relationships

Who	Why
Internal	
Manager, Governance Secretariat	- Discuss priorities, current projects and issues arising and actively seek, reflect and act on feedback on own performance - Provide specialist advice regarding current / proposed projects
Work team	- Build and maintain strong working relationships to communicate and deliver quality outputs - Share information; provide specialist advice, analysis and support to improve the quality of information and decision making across the IT Portfolio.
IT Directorate	- Build and maintain cooperative working relationships to effectively communicate and/or through escalate project and program Governance. - Share information and/or subject matter expertise as required
Project sponsors, steering committees, user groups, etc.	- Establish and maintain strong working relationships - Provide specialist advice, analysis and support to enable effective project governance and lifecycle management

Role dimensions

Decision making

The Governance Secretariat Officer:

- Exercises judgement and initiative in prioritising and resolving day-to-day issues in accordance with Departmental and ICT Directorate Governance policies, procedures and operational guidelines
- Contributes to planning /decision-making; displays high level thinking skills to effectively plan and Governance across and large number of projects
- Shares accountability for overall project Governance
- Escalates urgent, complex and/or significant issues to the roles supervisor, including those that may substantially affect the quality of Governance

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Reporting line

The Governance Secretariat Officer reports to the Manager, Governance Secretariat

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge 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

- Knowledge and understanding of recognised project management methodologies (e.g. PRINCE 2).

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	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level of personal motivation	Adept
	Communicate Effectively	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups	Adept
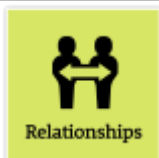
	Communicate clearly, actively listen to others, and respond with understanding and respect	• Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	
	Work Collaboratively Collaborate with others and value their contribution	• 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
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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 • 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	Adept
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

Occupation specific capability set

	Category, Sub-category	Level and Code	Skill and Level Description
SFIA	**Strategy and Architecture** Business Strategy and Planning	Level 5 BURM	**BUSINESS RISK MANAGEMENT (BURM) –** Carries out risk assessment within a defined functional or technical area

of business. Uses consistent processes for identifying potential risk events, quantifying and documenting the probability of occurrence and the impact on the business. Refers to domain experts for guidance on specialised areas of risk, such as architecture and environment. Co-ordinates the development of countermeasures and contingency plans.

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
COMPLEMENTARY CAPABILITIES			
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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	Foundational
	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	Foundational

Occupation specific capability set	Category, Sub-category and Skill	Level and Code
SFIA	Change and Transformation - Business Change Implementation – Project Management (PRMG)	Level 5 – PRMG
	Relationships and Engagement - Stakeholder Management – RELATIONSHIP MANAGEMENT (RLMT)	Level 5 - RLMT

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