

Role Description

Manager, WHS



Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	People Group/Health Safety Staff Wellbeing Directorate/ Work Health & Safety
Role number	Various
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	132311
PCAT Code	1324592
Date of Approval	05 November 2024 – Updated Dec 24
Agency Website	www.education.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Primary purpose of the role

The role is one of the senior management team having a state-wide responsibility for ensuring the analysis and delivery of a wide range of Work Health and Safety (WHS) services and programs to ensure the successful delivery of safe working and learning environments across the Department's schools and workplaces.

The role leads a team of professional officers to deliver services that comply with legislative requirements affecting the delivery of work health and safety to staff and members of the community on all departmental sites.

Key accountabilities

- Lead and direct a team of professional staff to deliver WHS services across a broad range of programs that meet the directives and guidelines of the department.
- Design and implement strategies and initiatives that build capability across portfolio and with internal and external stakeholders to improve the department's safety performance and deliver a high quality WHS service that complies with legislative requirements in NSW.

- Manage professional development and staff capability strategies to build capability across the team and provide exemplary customer service in a high-performance culture to maximise outcomes.
- Coordinate or undertake investigations into notifiable incidents which may result in litigation or regulator involvement to identify causal factors and make recommendations to support improvements in the Department's safety performance.
- Prepare high quality submissions, house folder notes and briefing papers on complex matters and issues arising from the daily operations to inform business operations.
- Provide high level accurate and timely advice to senior management and executive on complex matters including researching issues, analysing data and reporting on performance to inform and influence decision making.
- Build and maintain key relationships with internal and external agencies to ensure the Department is a benchmark for the delivery of WHS programs and services to staff and the community, improve compliance and reduce the incidence of workplace injuries.
- Analyse, evaluate and report on performance, identify trends and emerging issues to inform the development of evidence-based strategies to address risk and drive service improvement.

Key challenges

- Leading a team to deliver the Department's safety program across multiple workplaces consistently and with quality in accordance with policy and procedure meeting service expectations and with demanding deadlines and competing priorities in a timely manner.
- Maintaining up to date of knowledge of WHS processes and legislation that supports their role in leading a team of professional staff for the delivery of work health and safety within the Department.
- Operating in a politically sensitive environment in which the Department and the unit are likely to be exposed to scrutiny by the Government, unions, public and media.

Key relationships

Internal

Who	Why
Director	<ul style="list-style-type: none"> • Provide regular status reports. • Consult regarding the management of sensitive, high risk or business critical matters. • Receive performance feedback.
Direct Reports	<ul style="list-style-type: none"> • Provide direction, advice, guidance, and support. • Receive regular updates on programs and initiatives. • Provide performance feedback
Health Safety and Staff Wellbeing Directorate	<ul style="list-style-type: none"> • Inspire, motivate, and mentor team members and colleagues to achieve goals. • Provide a conduit across teams in Health, Safety and Staff Wellbeing Directorate to ensure the consistent provision of service and advice. • Consult regarding health and safety initiatives to ensure they are relevant.
Principals and School Executive Teams	<ul style="list-style-type: none"> • Work collaboratively with the principal and school-based staff to support staff wellbeing and educational outcomes.
Department Staff	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication across the department.

External

Who	Why
External agencies, service providers and organisations	<ul style="list-style-type: none">• Consult, liaise and negotiate on staff wellbeing issues.• Liaise with relevant stakeholders and organisations to provide coordinated and collaborative support for vulnerable staff and school communities.

Role dimensions

Decision making

Acts independently and uses initiative in making decisions regarding the operational management of the Work Health Safety Environment Unit, including staff supervision, workforce management and utilises problem solving to achieve business results.

As necessary, the role consults with the line manager to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far reaching implications.

Reporting line

Director Work Health & Safety.

Direct reports

This role has up to 4 direct reports. For indirect reports refer to the relevant business unit organisational chart.

Budget/Expenditure

Financial delegation in accordance with departmental policy.

Key knowledge and experience

- Knowledge of and commitment to the department's Aboriginal Education Policy and upholding the department's Partnership Agreement with AECG and to ensure quality outcomes for Aboriginal people.
- Valid Driver License and willingness to drive between work sites.

Essential requirements

- Working with Children Check or willingness to obtain one.
- Experience in a related field or relevant tertiary qualifications or training.
- Demonstrated understanding of and commitment to the value of public education.

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
 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
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	Advanced



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept

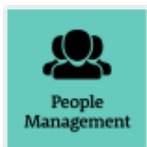


Project Management

Understand and apply effective planning, coordination and control methods

- 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

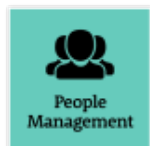


Manage and Develop People

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

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	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	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced

	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept