

# Role Description

## Manager, Business Services



Education

Agency	NSW Department of Education
Division/Branch/Unit	People and Culture/ Health Safety & Staff Wellbeing Directorate/ Strategy Governance & Compliance
Location	Parramatta
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	251312
Role Number	173545
PCAT Code	2 2 2 45 92
Date of Approval	February 2020 – Updated Dec 2024
Agency Website	<a href="http://www.education.nsw.gov.au">www.education.nsw.gov.au</a>

### Department of Education

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 state-wide responsibility for leading the analysis, planning and governance of health and safety programs and strategic initiatives. The role has significant influence over the direction of new initiatives, ensuring programs are data-driven, evidence-based and coordinated with key partners across the government and non-government sector. The role leads a team of strategic and technical staff in a high-volume centralised reporting environment. The role is responsible for building and maintaining strong relationships with internal and external partners to achieve a consistent approach to service delivery of health and safety programs across schools and the NSW Government.

### Key accountabilities

- Lead and manage a team of professional staff to deliver strategic health and safety projects and programs that improve safety practices across the department and support the delivery of high-quality health and safety services, achieving compliance with relevant policy, regulatory and legislative requirements.
- Lead and oversee key aspects of the directorate's governance across a portfolio of complex projects, including reporting, stakeholder management, finance, systems, data analytics and research to ensure its priorities are supported by evidence, and are achieved on time, on budget, to quality standards and in consultation with key partners.

- Manage stakeholder relationships with internal and external partners, including interagency committees through effective communication, negotiation and issues management and represent the department on inter-agency committees and working parties as needed
- Manage professional development and staff capability strategies to build capacity across the team and provide exemplary customer service in a high-performance culture to maximise outcomes.
- Prepare high quality submissions, house folder notes and briefing papers on issues arising from the daily operations including providing responses to a broad range of correspondence received by the Department
- Analyse, evaluate and report on performance against targets and strategic objectives and develop strategies to address performance as appropriate.
- Provide high level accurate and timely advice to senior management on complex matters including researching issues, analysing data and reporting on performance.

## Key challenges

- Maintaining up to date knowledge of current and emerging policy and regulations, department requirements and best practice approaches to managing risk and meeting compliance requirements
- Designing and driving programs to meet identified need within tight timeframes and budget that meet the needs of the department
- Developing and maintaining good relationships with key stakeholders to support the successful development and implementation of programs and initiatives.

## Key relationships

Who	Why
<b>Internal</b>	
Director	<ul style="list-style-type: none"> <li>• Provides regular status reports</li> <li>• Consults regarding the management of sensitive, high risk or business critical matters</li> <li>• Receives performance feedback</li> </ul>
Team members and teams across the Health Safety & Staff Wellbeing directorate	<ul style="list-style-type: none"> <li>• Provide leadership and encourages team members and colleagues to achieve team goals and business outcomes</li> <li>• Provides a conduit across teams in Health and Safety Directorate to ensure the consistent provision of service and advice.</li> <li>• Manage a customer focused approach to service delivery</li> </ul>
<b>External</b>	
Internal and External Customers	<ul style="list-style-type: none"> <li>• Communicates specialist advice and provides guidance on complex matters</li> <li>• Manage the governance of programs and systems that reflect departmental initiatives and priorities.</li> <li>• Carry out consultation, liaison and negotiation.</li> <li>• Build and manage excellent stakeholder relationships and networks to enhance working relationships and facilitate timely response services</li> </ul>

## Role dimensions

### Decision making

The role acts independently and uses initiative in making decisions regarding the operational management of the Strategy Governance & Compliance Unit, including development of business plans, staff supervision, resourcing and development of strategies to achieve business results.

As necessary, the role consults with the Director 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

This position reports to the Director Strategy Governance & Compliance.

### Direct reports

This role has up to 10 direct reports. For indirect reports refer to the relevant business unit organisational chart.

### Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

## Essential requirements

- Knowledge of and commitment to the Department's Aboriginal education policies
- Experience in managing and leading a team
- Tertiary qualifications and training from the fields of business administration/health or incident management or leadership and/or equivalent work history and experience.






## 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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Advanced</b>
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Advanced</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 <b>Results</b>	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Advanced</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Advanced</b>
	Inspire Direction and Purpose	Adept
	<b>Optimise Business Outcomes</b>	<b>Adept</b>
	Manage Reform and Change	Adept

## Focus capabilities for the role

It is expected that an employee new to the role will demonstrate immediate competence in each of the Focus Capabilities. The level indicated is a minimum requirement for immediate competence in the role.

In addition, behavioural indicators need to be specified for each of the focus capabilities (sourced directly from the [Capability Framework](#)).

Focus capabilities		
Capability Group: <i>Personal attributes</i>		
Capability Set	Level	Behavioural indicators
Display resilience and courage	Advanced	<ul style="list-style-type: none"> <li>Stay calm and act constructively in highly pressured and unpredictable environments</li> <li>Give frank, honest advice in the face of strong, contrary views</li> <li>Accept criticism of own ideas and respond in a thoughtful and considered way</li> <li>Welcome new challenges and persist in raising and working through novel and difficult issues</li> <li>Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues</li> </ul>
Capability Group: <i>Relationships</i>		
Capability Set	Level	Behavioural indicators
Communicate effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage varied audiences and test levels of understanding</li> <li>Translate technical and complex information concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> <li>Actively listen and encourage others to contribute inputs</li> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in a range of styles and formats</li> </ul>
Commit to customer service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
Capability Group: <i>Results</i>		

Capability Set	Level	Behavioural indicators
Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Capability Group: <i>Business Enablers</i></b>		
Capability Set	Level	Behavioural indicators
Project management	Advanced	<ul style="list-style-type: none"> <li>Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts</li> <li>Access key subject-matter experts' knowledge to inform project plans and directions Implement effective stakeholder engagement and communications strategy for all stages of projects</li> <li>Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>Develop effective strategies to remedy variances from project plans, and minimise impacts Manage transitions between project stages and ensure that changes are consistent with organisational goal</li> </ul>
<b>Capability Group: <i>People Management</i></b>		
Capability Set	Level	Behavioural indicators
Manage and develop people	Advanced	<ul style="list-style-type: none"> <li>Refine roles and responsibilities over time to achieve better business outcomes</li> <li>Recognise talent, develop team capability and undertake succession planning</li> <li>Coach and mentor staff and encourage professional development and continuous learning</li> <li>Provide timely, constructive and objective feedback to staff</li> <li>Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</li> <li>Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives</li> </ul>
Optimise business outcomes	Adept	<ul style="list-style-type: none"> <li>Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives</li> <li>Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning</li> <li>Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context</li> <li>Monitor performance against standards and take timely corrective actions</li> <li>Keep others informed about progress and performance outcomes</li> </ul>