

Role Description

Post Occupancy Evaluation (POE) Officer

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	SINSW/Service Planning/Data Insights and Planning Analytics
Role number	233537
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224999
PCAT Code	1221192
Date of Approval	9 August 2023
Agency Website	education.nsw.gov.au schoolinfrastructure.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.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Support the development and implementation of post occupancy evaluations (POEs) to ensure robust and accurate monitoring and reporting for new school builds and upgrades and to support future evidence-based interventions, design standards and guidelines.

Key accountabilities

- Provide sound advice and insights on evaluation projects and proposals to facilitate their effective completion.
- Conduct detailed analysis, review data and interpret results to support the effective collation and reporting of POEs.

- Liaise and engage with a range of stakeholders to facilitate productive working relationships and cooperation for POE reviews, research initiatives and projects.
- Develop, maintain and review current processes, procedures and related documentation and recommend improvements to support alignment with best practice methodologies and standards.
- Identify and assess risks and issues and contribute to improvements in systems, tools and processes to support enhanced data collection and analysis.
- Contribute to the preparation of high-quality evaluation reports, research, briefings and other correspondence to meet business needs and priorities and ensure compliance with relevant standards and guidelines.
- Participate in specialised projects and initiatives that build cultural awareness, trust and mutual respect in line with the department's core values and objectives.

Key challenges

- Balancing competing priorities and demands, while meeting tight timeframes and deadlines.
- Analysing and interpreting information from a range of sources while exercising sound judgment at all times.
- Supporting the team to manage the expectations of a diverse range of stakeholders with varying needs, interests and viewpoints.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance, and provide regular updates on projects, issues and priorities. • Provide advice and contribute to decision making. • Escalate issues and propose solutions.
Work team	<ul style="list-style-type: none"> • Support team members and work collaboratively to achieve business outcomes. • Participate in meetings, share information and provide input on issues.
Other DoE teams/units, including the Centre for Education Statistics and Evaluation.	<ul style="list-style-type: none"> • Develop and maintain effective working relationships. • Liaise with on conducting and interpreting results for POEs.
Customers/Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries.
External	
Other NSW Government agencies; learning networks and professional associations	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries.

Role dimensions

Decision making

The role works with limited supervision and guidance to achieve overall work commitments developed in agreement with the manager. Is accountable for the completion and delivery of assigned work in accordance with agreed work plans, budgets and timeframes.

In matters that are sensitive, high-risk or business critical, the role consults with the manager to agree on a suitable course of action.

Reporting line

Manager, Evidence, Evaluation and Performance

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

- Relevant tertiary qualifications and/or proven equivalent knowledge, skills and experience.
- Current and valid Working with Children Check Clearance for paid employment.
- 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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers 	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
Think and Solve Problems			Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	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 	
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> 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

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
	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

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	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