Role Description
Liaison Officer

Cluster	Education
Agency	NSW Education Standards Authority
Division/Branch/Unit	Strategy & Capability Division Communications & Engagement Directorate
Location	Various
Classification/Grade/Band	Senior Education Officer grade 2 (SEO 2)
Kind of Employment	F/T Permanent
Role Number	*B1427 – Metropolitan B1060 – South Coast B1061 – Western*
ANZSCO Code	249111
PCAT Code	2119192
Date of Approval	October 2021

Agency overview

The NSW Education Standards Authority (NESA) is an independent statutory authority responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood educators. NESA is responsible for developing policies and initiatives for evaluating and improving quality teaching and student learning across all schools and school sectors. NESA was formally established on 1 January 2017, in response to the need to adopt a more strategic and outward-looking focus, greater clarity of regulatory roles and responsibilities, and streamlined processes and systems.

Primary purpose of the role

The role provides high level expertise and support to the Manager, Liaison Unit and Director, Communications and Engagement to enable the NESA Executive Leadership Team to make decisions regarding emerging issues emanating from and impacting on schools/teachers in relation to NESA policies, procedures, and priorities.

The position holder serves as an expert point of contact and referral for schools and teachers in relation to NESA policies and processes. The position holder operates as part of a broader Liaison Team and assists other Divisions in the delivery of services, as required.

Key accountabilities

- Provide expert advice, contact and referral information to schools and teachers in relation to NESA legislative responsibilities, policies, and procedures, and deliver NESA approved presentations and accredited professional development.
- Manage an annual program of NESA Liaison activities, including reporting and preparation of executive and ministerial briefings as required.

- Manage and oversee project planning for projects determined by the Manager, Liaison Unit including developing project plans, coordinating resources, managing budgets, meeting reporting requirements and supporting project-related activities, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope in line with established agency project management methodology
- Establish, maintain, and monitor productive stakeholder relationships through effective communication, negotiation, and issues management.
- Undertake research and formulate recommendations as required, to support evidence-based planning and decision making.
- Collaborate on the delivery of agency-wide activities and projects, as coordinated with the Manager, Liaison Unit and Director, Communications and Engagement.
- Collaborate with the Student Support Services in relation to HSC programs including appeals and the Inquiry Centre

Key challenges

- Operating as a key contact and point of referral across the range of NESA policies and procedures, whilst assisting with agency-wide projects as coordinated with the Manager and Director.
- Maintaining a breadth of knowledge of NESA policies, procedures, plans and projects.
- Maintain a thorough awareness of the issues affecting education and the education sectors.
- Balancing workload and expectations around the work performed by the team.

Key relationships

Who	Why
Internal	
Manager, Liaison Unit and Director, Communications & Engagement	- Receive direction on Directorate responsibilities - Report on progress and escalate issues
Liaison Officers	Coordinate work across regions and projects
Other Directorates and Divisions	- Collaborate with other Directorates/Units to assist with agency-wide projects as coordinated with the Manager and Director. - Curriculum and Assessment Standards Division – Student Records and Support, Assessment Quality and Innovation, Exam Operations - Curriculum Reform Taskforce - School and Teaching Standards Division
External	
NSW schools including principals and teachers	Serve as a key contact and referral point in relation to NESA policies and procedures
NSW teachers	Deliver a range of professional development courses approved under the *Teacher Accreditation Act 2004* or other courses required to support the implementation of NESA priorities
Parents and students	- Serve as a key contact and referral point in relation to NESA policies and procedures - Maintain crisis services such as COVID Hotline and HSC Inquiry Centre

Role dimensions

Decision making

- acts independently as required and uses initiative within the context of the key accountabilities specified for the role and NESA policies and procedures
- undertakes problem solving having regard to established NESA management systems, professional standards, and code of conduct

Reporting line

The Liaison Officer reports to the Manager, Liaison Unit

Essential requirements

* Degree in education or recognised teacher training qualification

* Demonstrated recent teaching experience in government or non-government schools

* Demonstrated knowledge of all NESA syllabuses, assessment and credentialing requirements

* Current driver's license

* Working with Children Check Clearance (for the successful candidate, a clearance check must be provided prior to employment)

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at 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**
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Advanced**
	Manage Self	**Advanced**
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Adept
Results	Deliver Results	Adept
	Plan and Prioritise	**Adept**
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	**Advanced**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Advanced	• Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Advanced	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation
Relationships Communicate Effectively	Advanced	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats
Relationships Work Collaboratively	Advanced	• Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies
Results Plan and Prioritise	Adept	• Consider the future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly
Business Enablers Project Management	Advanced	• Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions

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GOVERNMENT

Group and Capability	Level	Behavioural Indicators
		• Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups