Role Description
Assistant Policy and Project Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Early Childhood Outcomes
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	224412
PCAT Code	2119192
Date of Approval	April 2025
Agency Website	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.

Early Childhood Outcomes

The Early Childhood Outcomes (ECO) division is responsible for ensuring all children make a strong start in life and learning and make a successful transition to school. The division will transform early childhood education and care, child development and contribute to women's economic participation in NSW through improved access, affordability and quality of care and services.

Primary purpose of the role

The Assistant Policy and Project Officer conducts research, analysis, and administrative activities to enable the provision of advice and recommendations for the development of policies and projects to achieve agency and government commitments.

Key accountabilities

- Assist the team in the delivery of a range of policy related projects and initiatives to facilitate the timely delivery of policy objectives.

- Undertake basic research and analysis in assigned areas and contribute to the preparation of reports to inform decision making and contribute to policy development.

- Contribute to the preparation of draft correspondence, papers, and minutes to support the development of policy initiatives.

- Assist the project team in the completion of tasks and implementation of project plans to enable agreed outcomes to be achieved.
- Provide a range of administrative activities, including coordinating working groups and committees, to support stakeholder engagement as well as policy development and implementation.
- Respond to routine policy queries to provide consistent advice and information.

Key challenges

- Delivering multiple policy support activities within agreed standards, given tight deadlines and competing demands and priorities, to meet stakeholder requirements.

Key relationships

Internal

Who	Why
Manager	- Participate in discussions and decision making. - Escalate issues, suggest advice and receive instructions. - Receive guidance and instructions and report on progress against work plans. - Receive performance feedback
Policy and Project Teams	Participate in meetings, share information and provide input on issues.

External

Who	Why
Stakeholders	- Respond to enquiries. - Coordinate meetings and activities. - Provide routine policy advice and updates on project status.

Role dimensions

Decision making

Operates in a structured environment and makes decisions in accordance with established policies, procedures and guidelines. Consults with the manager on sensitive, high-risk or business critical, matters to agree on a suitable course of action.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Financial delegation in accordance with departmental policy.

Key knowledge and experience

- Experience working with Aboriginal communities and strong understanding of issues that impact Aboriginal communities, including Aboriginal languages.

- Knowledge of and commitment to implementing the department's Aboriginal Education Policy and upholding the department's Partnership Agreement with the NSW AECG and the ECE First Steps Strategy to ensure quality outcomes for Aboriginal people and support Aboriginal children and families in NSW.

Essential requirements

- Aboriginal and/or Torres Strait Islander Descent
- A valid Working with Children Check for paid employment.
- Demonstrated understanding of and commitment to the value of public education.

Capabilities for the role
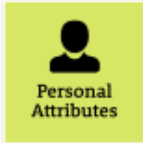
The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles 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.

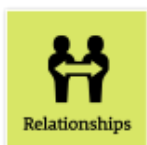| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	- Adapt existing skills to new situations - Show commitment to achieving work goals - Show awareness of own strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Stay motivated when tasks become difficult	Intermediate
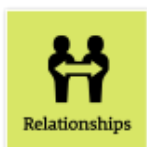
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers	Foundational
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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
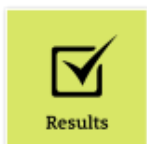
|	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	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

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	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
	Work Collaboratively	Collaborate with others and value their contribution	Foundational

	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	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	Foundational
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational