Role Description
Team Leader Scanning Unit
(Archiving, Storage & Scanning)

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Operations / Shared Services / EDConnect / Business Services and Enablement
Role number	278153
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	599411
PCAT Code	1224840
Date of Approval	November 2024
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.

EDConnect

EDConnect is the Department's Shared Service Centre, delivering integrated transactional and advisory services for the Department. EDConnect offers information, support and advice to schools and education support teams, for a wide range of services including business services, finance, human resources, ICT, and procurement.

Primary purpose of the role

The Team Leader Scanning Unit (Archiving, Storage & Scanning) leads a team to provide effective capture and uploading of digitised departmental records into corporate business systems, to support the preservation, and accessibility of schools' and education support teams' records to meet Department requirements and comply with the State Records Act.

Key accountabilities

- Lead and facilitate, in projects that utilise scanning software, the digital capture of active and dormant records for inclusion within the records management system.

- Provide point of contact support to ensure the timely provision of records in response to formal and informal requests for access to current and legacy records.

- Partner with the Senior Archivist (Archiving, Storage & Scanning), in the development of structured processes and procedures for cataloguing and providing access to information and records resources to meet internal and external customers and stakeholders' requirements.
- Build and maintain strong business relationships with stakeholders and customers to effectively manage and prioritise competing requests for information while ensuring the delivery of quality outcomes to meet business needs
- Provide regular updates to customers and stakeholders to inform on the progress of uploading of records into the records management system
- Promote utilising the training materials and resources developed to support the effective use of digital capture EDRMS to enable effective implementation.
- Identify potential or emerging business-critical issues that could adversely impact program or policy implementation and/or service delivery and recommend mitigation strategies to address associated risks.

Key challenges

- Ensuring the team accurately captures and migrates physical records into digital format while adhering to the State Records NSW regulatory standards for digital recording.
- Balancing multiple competing demands and deadlines while ensuring the team delivers accurate and consistent output in a pressurised high-volume environment.
- Meeting the needs of a very large and diverse range of stakeholders with varied levels of understanding of the requirements for effective archiving and records management.

Key relationships

Internal

Who	Why
Manager	- Receive direction, advice, guidance and support. - Provide updates on project status and activities. - Provide advice and contribute to decision making. - Receive performance feedback.
Direct reports	- Manage performance. - Provide leadership, advice, guidance and support. - Build knowledge and skills. - Provide performance feedback, coaching and development.
Stakeholders	Develop and maintain open channels of communications to consult, liaise and negotiate to achieve mutually beneficial outcomes.

External

Who	Why
Key stakeholders	Develop and maintain channels of communication to facilitate liaison, consultation and engagement.

Role dimensions

Decision making

Acts independently in performing its core work functions and makes decisions in accordance with relevant legislative requirements, policies, procedures and guidelines. Consults with Senior Archivist on sensitive, high-risk or business-critical matters to agree decisions on a suitable course of action.

Reporting line

Senior Archivist (Archiving, Storage & Scanning).

Direct reports

Up to 10.

Budget/Expenditure

Financial delegation in accordance with departmental policy.

Key knowledge and experience

- Experience in one or more of the following: Archives, Records, Information or Knowledge Management; Business Information Systems; Business Administration.

- 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

- Qualifications in a relevant discipline or demonstrated equivalent knowledge, skills and experience.

- Demonstrated understanding of, and commitment to, the value of public education.

- Valid Working with Children Check.

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	• 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** Collaborate with others and value their contribution	• 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
Relationships	**Commit to Customer Service** Collaborate with others and value their contribution	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community.	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
Results	**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
Results	**Think and solve problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs.	Intermediate
Business Enablers	**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
People Management	**Optimise Business Outcomes** Manage people and resources effectively to achieve public value	• Develop team and unit plans that consider team capabilities and strengths • Plan and monitor resource allocation effectively to achieve team and unit objectives • When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members work with a good understanding of business principles as they apply to the public sector context • Participate in wider organisational workforce planning to ensure that capable resources are available.	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
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	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
Results	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply effective project planning, coordination and control methods	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply effective project planning, coordination and control methods	Foundational
Business Enablers	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Foundational

	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate