

# Role Description

## Program Engagement Lead

<b>Cluster</b>	Education
<b>Agency</b>	Department of Education
<b>Division/Branch/Unit</b>	Skills and Higher Education / Training Sector Governance and Improvement / Skilling for Recovery
<b>Location</b>	Parramatta
<b>Classification/Grade/Band</b>	Grade 11/12
<b>Role Number</b>	
<b>ANZSCO Code</b>	139999
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	November 2021
<b>Agency Website</b>	<a href="http://www.det.nsw.edu.au">www.det.nsw.edu.au</a>

### Agency overview

The NSW Department of Education is a leader in the provision of world class education and training, connecting all stages from early childhood education and care through to tertiary courses and qualifications.

The Department also supports the development of vibrant, sustainable and inclusive communities across NSW, by leveraging its partnerships with local communities and organisations, industry and other government agencies.

It is one of the largest employers in Australia with around 98,000 people located across the state, and manages an annual budget that accounts for approximately one quarter of the State's total budget. The department respects and values Aboriginal people as Australia's First Nation Peoples.

### Primary purpose of the role

This role supports the NSW Government COVID-19 recovery initiative 'Skilling for Recovery' in implementing JobTrainer for NSW. The program assists school leavers, young people and job seekers to gain the skills they need to up-skill or re-train for industries where there are skills shortages and emerging employment opportunities.

This role is part of a small team established to deliver key outcomes that support successful delivery of the Skilling for Recovery / JobTrainer NSW program initiative.

The Program Engagement Lead will support the Program Director and Performance Program Manager in effective implementation of the JobTrainer NSW program which comprises a suite of initiatives aimed at delivering skills and training to support COVID recovery. The role will work closely with the Program Management Office (PMO) team and project managers leading individual initiatives to ensure alignment and coordination of engagement and communications across the program of work.

This role is time limited as it will deliver on key outcomes that support the success of one specific program.

## Key accountabilities

- Design and implement strategies and projects for the Program to partner and connect with internal and external stakeholders, including industry, employers and the community, to provide information and improve their understanding of and access to JobTrainer programs.
- Drive a coordinated approach to implementing a strategic program of work in a fast-paced environment while ensuring a constant focus on outcomes.
- Work collaboratively with the program team, project leads and senior stakeholders across the Department to ensure a coordinated approach to stakeholder engagement, communications, and program delivery.
- Establish and maintain effective working relationships with industry stakeholders and other government agencies to identify opportunities for engagement and collaboration on program initiatives, support information sharing and continuous program improvement.
- Manage the development and implementation of stakeholder engagement strategies, tools and processes to deliver strategic priorities for the Program, including developing and monitoring engagement and communications plans and coordinating resources.
- Source information and prepare accurate and complex correspondence, briefings, reports, presentations and other materials to a high standard.

## Key challenges

- Dealing with complex and sensitive issues to ensure effective stakeholder engagement and program implementation.
- Developing collaborative working relationships and an effective network of both internal and external stakeholders to ensure genuine and productive relationships and partnerships.
- Supporting awareness of a diverse program of work across multiple areas of the Department and other government agencies.
- Managing high workloads, tight deadlines and fast turnarounds.

## Key relationships

Who	Why
<b>Internal</b>	
Director	<ul style="list-style-type: none"> <li>• Consultation regarding program priorities and engagement initiatives</li> </ul>
Performance Program Manager	<ul style="list-style-type: none"> <li>• Consultation regarding the setting of goals and undertaking of specific tasks</li> <li>• Provide regular reporting and receive feedback on performance and priorities</li> </ul>
Senior stakeholders across the Department	<ul style="list-style-type: none"> <li>• Drive the development and maintenance of effective working relationships to foster collaboration, consultation and engagement on strategic projects and programs.</li> </ul>
<b>External</b>	
NSW agencies and industry stakeholders, community groups and other non-government stakeholders	<ul style="list-style-type: none"> <li>• Drive the development and maintenance of effective working relationships to facilitate collaboration, consultation and engagement on strategic projects and programs.</li> <li>• Represent the department's position at high level meetings and forums.</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>• Manage effective customer relationships and provide information and improve their understanding of and access to JobTrainer programs.</li> </ul>

**Role dimensions**

**Decision making**

The role:

- This is a challenging role that is responsible for setting and implementing engagement strategy and specific initiatives.
- Makes high level decisions, uses initiative and is fully accountable for the delivery of high-quality work on time and within budget.
- Consults with the Performance Program Manager and Director in relation to decisions that have wide reaching implications, are contentious and /or are likely to have an impact on stakeholders, and in relation to decisions that require significant change to program outcomes or timeframes.
- Submits reports, analyses, briefings, correspondence, speeches and other written material in a final high-quality manner with minimal input required from the supervisor.

**Reporting line**

Performance Program Manager

**Direct reports**

The role may have up to 3 direct reports

**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**

- Tertiary qualifications in communications or related field or relevant experience in stakeholder engagement and change management.
- Demonstrated relevant mixture of qualifications, knowledge and/or experience in program management or a project management office (PMO) function.

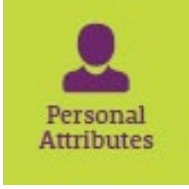




**Capabilities for the role**

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

## Focus capabilities

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](#)).

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Manage Self</b>	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate a high level of personal motivation</li> <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>• Contribute to and promote information sharing across the organisation</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>
<b>Relationships</b> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Recognise outcomes achieved through effective collaboration between teams</li> <li>• Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government</li> <li>• Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions</li> <li>• Encourage others to use appropriate collaboration approaches and tools, including digital technologies</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Drive a culture of achievement and acknowledge input from others</li> <li>• Investigate and create opportunities to enhance the achievement of organisational objectives</li> <li>• Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>• Control business unit output to ensure government outcomes are achieved within budgets</li> <li>• Progress organisational priorities and ensure that resources are acquired and used effectively</li> </ul>
<b>Results</b> Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>• Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>• Take account of the wider business context when considering options to resolve issues</li> <li>• Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>• Implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>• Prepare and review project scope and business cases for projects with multiple interdependencies</li> </ul>

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Manage Reform and Change	Adept	<ul style="list-style-type: none"> <li>• Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>• Design and implement effective stakeholder engagement and communications strategies for all project stages</li> <li>• Monitor project completion 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 impact</li> <li>• Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> <li>• Participate in governance processes such as project steering groups</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Support teams in developing new ways of working and generating innovative ideas to approach challenges</li> <li>• Actively promote change processes to staff and participate in communicating change initiatives across the organisation</li> <li>• Provide guidance, coaching and direction to others who are managing uncertainty and change</li> <li>• Engage staff in change processes and provide clear guidance, coaching and support</li> <li>• Identify cultural barriers to change and implement strategies to address these</li> </ul>