

# Role Description

## Engagement Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Regional Rural and Remote Education Policy Unit
Role number	233618
Classification/Grade/Band	7/8
ANZSCO Code	225311
PCAT Code	1111492
Date of Approval	May 2022
Agency Website	<a href="http://www.education.nsw.gov.au">www.education.nsw.gov.au</a>

### 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.

### Regional Rural and Remote (RRR) Education Policy Unit

RRR's purpose is to ensure equity of educational outcomes for all learners, working with communities to enhance educational opportunities and to safeguard continuity of learning. This will be achieved by taking a cross directorate, systems view of Regional, Rural and Remote education, supporting collaboration and having an advocacy role on policy issues that affect communities, both internally and externally with various stakeholders

### Primary purpose of the role

The Engagement Officer will support the Regional, Rural Remote Education (RRR) Strategy, providing high quality engagement support to co-develop, implement and evaluate best practice communication and engagement strategies to effectively engage a range of different communities and key stakeholders.

## Key accountabilities

- Provide operational support in the planning and delivery of engagement strategies and assist with the implementation of approved engagement plans for projects, including managing stakeholder lists and collateral production processes.
- Develop, coordinate and deliver stakeholder engagement tools and techniques such as community forums and events, workshops, briefings, digital engagement strategies, managing invites and secretariat, collateral and surveys, including the evaluation of the effectiveness of these tools.
- Support the Coordinator Engagement in preparing stakeholders engagement strategies and plans, briefs, educational and promotion information, communications to assist in the effective management of stakeholder information and engagement needs, Report on the interests of community and key stakeholders, assess program and project risks and provide recommendations to senior executives on how to best manage complex and contentious issues.
- Work across a number of projects simultaneously, ensuring activities are well coordinated and delivered on time.

## Key challenges

- Develop event strategy recommendations to incorporate often conflicting views and interests of multiple stakeholders.
- Delivering a range of communications initiatives of varying size, across a wide geographic area to ensure they are all delivered on time, on budget and meet the needs of the Department and its clients.
- Dealing sensitively and effectively with very senior staff to obtain information and provide support given the need to balance the multiple demands on their time with the deadlines and challenges associated with preparing communications.
- Successfully manage competing projects and often tight timeframes in a politically sensitive and high-pressure environment.

## Key relationships

Who	Why
<b>Internal</b>	
Coordinator Engagement	<ul style="list-style-type: none"><li>• Provide regular updates on issues and priorities. Provide advice and contribute to decision making.</li></ul>
Team	<ul style="list-style-type: none"><li>• Share ideas and information and work collaboratively to enhance team outcomes</li></ul>
<b>External</b>	
Coordinator Engagement	<ul style="list-style-type: none"><li>• Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans.</li></ul>
Government and public sector	<ul style="list-style-type: none"><li>• Ensure effective, collaborative relationships and partnerships with other stakeholders to facilitate the exchange of information and to maintain positive relationships. • Enable continuous improvement by sharing information and learnings</li></ul>

## Role dimensions

### Decision making

- Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects

### Reporting line

This role reports to the Leader, Engagement

### Direct reports

### Budget/Expenditure

N/A

## Key knowledge and experience

- Sound experience in management of engagement and communications initiatives.
- 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 in communications, public relations or journalism or relevant/demonstrated equivalent experience.
  - Current Drivers Licence - An ability and willingness to travel within NSW and support other operational roles during disasters, emergencies, and other events, consistent with skills, background and personal circumstances.
- A valid Working with Children Check Clearance

## 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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate
	 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Tailor communication to diverse audiences</li><li>• Clearly explain complex concepts and arguments to individuals and groups</li><li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li><li>• Share information across teams and units to enable informed decision making</li><li>• Write fluently in plain English and in a range of styles and formats</li><li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li></ul>
		<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"><li>• Build a supportive and cooperative team environment</li><li>• Share information and learning across teams</li><li>• Acknowledge outcomes that were achieved by effective collaboration</li><li>• Engage other teams and units to share information and jointly solve issues and problems</li><li>• Support others in challenging situations</li><li>• Use collaboration tools, including digital technologies, to work with others</li></ul>
 Results	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"><li>• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work</li><li>• Initiate, prioritise, consult on and develop team and unit goals, strategies and plans</li><li>• Anticipate and assess the impact of changes, including government policy and economic</li></ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>conditions, on team and unit objectives and initiate appropriate responses</p> <ul style="list-style-type: none"> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate outcomes and adjust future plans accordingly</li> </ul>	
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>• Contribute to developing project documentation and resource estimates</li> <li>• Contribute to reviews of progress, outcomes and future improvements</li> </ul>	Intermediate

## FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Identify and escalate possible variances from project plans</li> </ul>	

## 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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational