

Role Description

Cadet Support Officer



Education

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure
Role number	Various
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	531111
PCAT Code	1327292
Date of Approval	4 July 2023
Agency Website	education.nsw.gov.au schoolinfrastructure.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

School Infrastructure is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Provide support to School Infrastructure directorates to achieve team and organisational objectives and contribute to the future pipeline of infrastructure skills required across the division.

During the program, the Cadet will develop workplace-specific skills, knowledge and experience that aligns to their studies. They will also gain valuable experience through placements in various School Infrastructure directorates.

Key accountabilities

- Identify and recognise diverse customer needs and expectations, and respond constructively to feedback, to promote and support a seamless customer service experience.
- Work collaboratively and cooperatively within a team, exchange information and support other team members to achieve business and educational outcomes.

- Receive and respond to enquiries by providing timely and accurate information and refer or escalate more complex enquiries as required.
- Provide support in the preparation of correspondence, reports and presentations, and utilise a range of technologies, systems and applications, to facilitate the timely and efficient flow of information.
- Promote and adhere to the Department's core values of Excellence, Equity, Accountability, Trust, Integrity and Service.
- Be responsive to diverse experiences, perspectives, values and beliefs, including Aboriginal cultural beliefs, to promote and support a diverse, inclusive and equitable workplace culture.
- Comply with relevant workplace legislation, policies and procedures, including the Department's Code of Conduct, and relevant Work, Health and Safety (WH&S) guidelines.
- Participate in training and development opportunities to build knowledge, skills and capabilities and improve individual and organisational performance.

Key challenges

- Combining successful study with challenging workplace assignments.
- Exercising sound judgment to ensure that competing priorities are met in line with agreed standards and required timeframes.
- Delivering timely, accurate and consistent work, while maintaining a high standard of customer service at all times.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none"> • Receive advice, guidance, instruction and performance feedback. • Provide updates and information, and escalate issues as required.
Team members	<ul style="list-style-type: none"> • Receive advice, guidance, instruction and performance feedback. • Provide updates and information, and escalate issues as required.

External

Who	Why
Customers / Stakeholders	<ul style="list-style-type: none"> • Receive and respond to enquiries and redirect as required.

Role dimensions

Decision making

The role operates with some level of autonomy within the context of the agreed work plan and makes decisions within the limits of established policies and procedures. Refers complex and/or contentious issues to the manager for advice and resolution.

Reporting line

Supervisor/manager of the assigned directorate, who will also be responsible for performance management.

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

- Must be under 25 years at the time of application.
- Hold a current and valid Working with Children Check (WWCC) for paid employment.
- Must be in the second last year of a full-time undergraduate university degree or last year in a diploma level qualification in a related business area.
- 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.

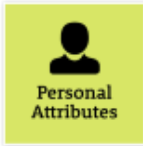
The capabilities are separated into focus capabilities and complementary capabilities.

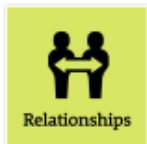
Focus capabilities

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.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult	Intermediate



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Ask questions to explore and understand issues and problems
- Find and check information needed to complete own work tasks
- Identify and inform supervisor of issues that may have an impact on completing tasks
- Escalate more complex issues and problems when these are identified
- Share ideas about ways to improve work tasks and solve problems
- Consider user needs when contributing to solutions and improvements

Foundational



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies













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
	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	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	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
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	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
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational