

Role Description

Manager, Student and Wellbeing, Aboriginal Programs and SASS Recruitment



Education

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	School Workforce Directorate/School Recruitment Placement/Student & Wellbeing, Aboriginal Programs & SASS Recruitment
Role number	193235
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	132311
PCAT Code	3114249
Date of Approval	September 2021
Agency Website	https://education.nsw.gov.au/

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.

Primary purpose of the role

The Manager Student Wellbeing Aboriginal Programs and SASS leads three teams in the People Group functional area. These teams collaborate closely with other teams in the People Group to support the timely employment of Aboriginal teachers, school counselling positions, School Administrative and Support and other public service staff in schools. The three teams are:

- Student Wellbeing – supports through recruitment activity the Department's investment over four years to provide every public high school with a full-time school counselling allocation, as well as a full-time student support officer. These additional positions commenced in 2020 with a phased transition through to 2023 and will deliver up to 100 additional school counselling positions and 350 additional student support officers.

- Aboriginal Programs - dedicated to supporting the recruitment, employment and retention of Aboriginal and Torres Strait Islander people in a range of school based and corporate roles, with the goal of increasing indigenous employment across the Department.
- The School Administrative and Support Staff (SASS) team supports the recruitment for permanent roles that fall under the Education (School Administrative and Support Staff) Act 1987. This includes School Administrative Managers, Business Managers, School Administrative Officers, and School Learning Support Officers. SASS Recruitment also support the recruitment of a range of school based public service roles including General Assistants, Farm Assistants, and Household Staff in Residential Schools.

Key accountabilities

- Manage the identification, design, development and implementation of recruitment and employment services, including candidate attraction, candidate selection, candidate assessment, and candidate pipeline management for a range of roles within the NSW public school context, including but not limited to School Administrative and Support Staff (SASS), Aboriginal teachers and Identified SASS and .
- Manage and lead the Student Wellbeing, Aboriginal Programs and SASS teams to ensure the provision of tactical and strategic advice, coaching and support to management and staff on a range of recruitment matters.
- Develop and implement operational plans that model exemplary people management practices and resource utilisation, resulting in a high-performance culture.
- Manage and evaluate team performance and facilitate ongoing strategic professional development. Ensure that all staff within the unit are effectively engaged and motivated in the delivery of service and business outcomes. This includes implementing the Department's performance development program for all team members.
- Foster and sustain strategic partnerships across Directorate teams, People Group, schools, the wider Education Cluster, and relevant external agencies. As a member of the management team, the role is ideally placed to partner with key stakeholders and gain support across the organisation for the Directorate's programs and initiatives.
- Ensure systems and processes are in place to enable regular evaluation and accurate reporting of the unit's objectives. In this context, the role evaluates available data and research and derives evidence-based solutions to inform the review of people management services, programs and initiatives.
- Demonstrate a commitment to the Department's Diversity and Inclusion plan, particularly in relation to the employment of Aboriginal peoples.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success over a 12 month period.

Key challenges

- Ensuring a sustained focus on providing value-add advisory services, whilst managing transactional activities in the most efficient and effective way.
- Understanding the impacts of changing business requirements, priorities, best practice and innovations. This requires the ability build strong internal and external networks and communicate effectively.
- Influencing and negotiating with key stakeholders to socialise and gain support across the organisation for the Directorate's programs and initiatives.

Key relationships

Who	Why
Internal	
Customers	<ul style="list-style-type: none"> Contributes to strategic planning, policy development and decision making on customer service delivery Engenders the support and commitment of customers for HR initiatives and business reforms
Team members	<ul style="list-style-type: none"> Inspires, motivates and mentors team members and colleagues to achieve goals Provides ongoing performance feedback, coaching and development to direct reports Provides a conduit across teams in School Workforce Directorate to ensure the consistent provision of advice and service
Supervisor	<ul style="list-style-type: none"> Provides regular status reports Consults regarding the management of sensitive, high-risk or business-critical matters Receives ongoing performance feedback, coaching and development
Managers and other Directorate members	<ul style="list-style-type: none"> Develops and maintains effective working relationships and open channels of communication to consult, liaise and negotiate in achievement of mutually beneficial unit outcomes
Learning Networks/ Communities of Practice	<ul style="list-style-type: none"> Actively participates in internal and/or external learning opportunities, briefing sessions and workshops to keep up to date with management practices and to maintain specialist HR knowledge
External	
Industry professionals/Consultants	<ul style="list-style-type: none"> Maintains specialist knowledge, seeks advice and collaborates on the implementation of organisation strategies to keep abreast of best practice
Service Providers	<ul style="list-style-type: none"> Monitors the performance of external contractors, consultants, assists in negotiating and resolving disputes
Key external stakeholders, including: <ul style="list-style-type: none"> - NSW Aboriginal Education Consultative Group Inc - NSW Teachers Federation - NSW Secondary Principals Council - NSW Primary Principals Association - Public Service Association 	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation and engagement

Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action.

The role has authority to make decisions about the design and coordination of workflows and project paths, as well as the deployment of team members, tasks and allocated resources to ensure the achievement of business and unit outcomes.

Reporting line

This role reports to the Director, School Recruitment and Placement.

Direct reports

This role has three direct reports. Please refer to the relevant business unit organisational chart.

Budget/Expenditure

The role manages a budget and has financial delegation in accordance with Department policy.

Key knowledge and experience

- Tertiary qualifications or relevant experience in Human Resource Operations or Management, Organisational Psychology or a relevant discipline
- Extensive experience in delivering end to end recruitment services and leading teams to deliver contemporary and value-added recruitment practices within complex environments.
- Knowledge of key policy settings and industrial frameworks relevant to the recruitment practices led by this role.
- Knowledge of and commitment to the Department's Diversity and Inclusion Strategy

Essential requirements

- 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.

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.

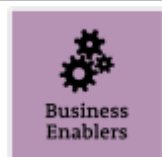
The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

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	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced
Plan and Prioritise			Adept

Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly
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Demonstrate Accountability		Adept
Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	



Project Management		Adept
Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	

Manage and Develop People	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes 	Adept
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Engage and motivate staff, and develop capability and potential in others

- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks

Optimise Business Outcomes

Adept

Manage people and resources effectively to achieve public value

- Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives
- Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning
- When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences
- Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context
- Monitor performance against standards and take timely corrective actions
- Keep others informed about progress and performance outcomes






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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept

 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Advanced
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept