Role Description
Senior Data Officer, Teacher Policy & Professional Conduct

B1277Cluster	Separate Agency
Agency	NSW Education Standards Authority
Division/Branch/Unit	Teacher Policy & Professional Conduct
Location	117 Clarence St Sydney
Classification/Grade/Band	Clerk Grade 9/10
Role Number	B1277
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	January 2019
Agency Website	www.educationstandards.nsw.edu.au

Agency overview

The NSW Education Standards Authority (NESA) was formally established on 1 January 2017 to improve quality teaching and student learning across all schools and school sectors. It is responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood teachers.

Primary purpose of the role

The Senior Data Officer, Teacher Policy & Professional Conduct manages NESA's Teacher Accreditation Customer Relationship Management (CRM) Database, ensures data availability and integrity, and works with others to provide reports and advice to key internal and external stakeholders.

Key accountabilities

- Ensuring NESA's Teacher Accreditation Customer Relationship Management (CRM) database is managed using sound data practice, and in line with contemporary data management solutions
- Undertaking quality assurance of teacher accreditation data collections, to ensure they are accurate, relevant and able to be readily provided on demand
- Maintaining the database risk register, and implementing data audit recommendations as required
- Working with NESA Directorates including Finance and ITBS, and maintaining information exchanges between finance databases and the Teacher Accreditation CRM
- Liaising with and providing information/reports to the School and Teaching Standards Directorates, and external agencies including schools, Dioceses, the Department of Education, and Australian Teacher Workforce Data Project
- Undertaking high-level research and data analysis to provide reports and advice to senior staff/the Minister
- Conducting CRM training for various NESA directorates, as required.

Key challenges

- Managing competing, and at times conflicting priorities, within agreed timeframes and to the required standard.

- Managing the CRM database within an ambiguous context while using reasoning and judgment to provide advice to the Director, Teacher Policy & Professional Conduct and other NESA directors.
- Communicating with multiple stakeholders, in the development and management of data collections.
- Ensuring data provided is complete and accurate.

Key relationships

Who	Why
Internal	
Director, Teacher Policy & Professional Conduct	• Provide expert data management advice to guide development of information management practices
	• Receive direction on priorities and functions
	• Escalate issues, keep informed, advise and receive instructions
Directorate and Division Colleagues	• Work collaboratively to contribute to achieving business outcomes
	• Guide, support and coach division members in the use of data management CRM functions
Other NESA Directorates	• Define requirements for enhancements to existing collections
	• Provide statistical data and reports on request
	• Provide advice and assist with resolving issues
External	
Australian Institute for Health and Wellbeing (AIHW)	• Support stakeholders during data collection processes to ensure data provided are complete and accurate
NSW Department of Education	• Provide statistical data on request
Catholic Schools NSW	• Handles enquiries and routine correspondence
Association of Independent Schools	• Provide accurate and timely information and advice

Role dimensions

Decision making
Decisions are made in accordance with the NESA and/or Directorate documented policies and procedures. This role exercises autonomy within defined parameters of agreed scope of works and refers to the Director, Teacher Policy & Professional Conduct any decisions requiring significant variations to agreed outcomes.

Reporting line
The Senior Data Officer reports to the Director, Teacher Policy & Professional Conduct.

Direct Reports
The Senior Data Officer has one direct report:

Data Officer

Essential requirements
Demonstrated experience (3-5 years) managing data within a Microsoft Customer Relationship Management (CRM) System Database or similar.

NSW
GOVERNMENT

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

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**
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Intermediate**
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical, professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct

Group and Capability	Level	Behavioural Indicators
		• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts/arguments to individuals, groups • Monitor own/others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes/approaches to work
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols and policies