

Role Description

People, Culture and Capability

Business Partner

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	People Group / People, Culture and Capability
Role number	Various
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	223111
PCAT Code	1114247
Date of Approval	June 2022
Agency Website	www.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 People, Culture and Capability Business Partner provides high quality support to enable the delivery of divisional people strategies and initiatives including strategic workforce planning, culture and engagement programs, organisational design and change.

Key accountabilities

- Partner with the Senior People and Culture Business Partners to provide strategic human resources support across a range of areas such as workforce planning, leadership development and organisational design
- Work collaboratively with the Senior People and Culture Business Partners and across the People Group to develop and implement creative and innovative people solutions to enable clients to achieve business objectives

- Collect and analyse workforce data to identify emerging issues and trends and support the development and implementation of solutions and programs
- Facilitate the implementation and integration of initiatives within the business particularly in relation to culture capability and engagement initiatives to enable the achievement of business objectives
- Provide advice to executives on organisational design including functional analysis, role design, change and communication to develop fit for purpose structures and roles that enable the achievement of business objectives
- Share knowledge and lessons learnt as part of a multi-disciplinary team to build technical expertise and ensure best practice

Key challenges

- Balancing competing priorities and conflicting deadlines while ensuring actions and solutions align with broader divisional and Department outcomes
- Maintaining open and effective communication with clients and centres of excellence to provide quality and timely human resources advice and influence stakeholders

Key relationships

Who	Why
Internal	
Director/Manager	<ul style="list-style-type: none"> • Support and promote best practice and practical initiatives and delivery across business • Escalate sensitive issues, receive guidance on proposals and recommended solution(s) • Keep informed, advise and provide regular updates on service delivery and priorities • Participate in discussions and decisions and share information on collaboration with business and work teams/unit
Team/Centres of Excellence	<ul style="list-style-type: none"> • Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions. • Collaborate to establish, maintain and continuously improve key workflows and processes. • Work collaboratively, share information and discuss contemporary human resources best practices, innovations, processes and policies
External	
Industry Professionals/Consultants/Other Government Agencies	<ul style="list-style-type: none"> • Actively maintain specialist knowledge and collaborate on contemporary human resources principles, practice and policies • Develop and maintain collaborative relationships and open channels of communication to share information • Participate in discussions regarding developing and implementing HR innovation and best practice across government sector • Regularly participate in forums, groups to represent the agency and role of HR in business partnership service delivery

Role dimensions

Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines. In matters that are sensitive or complex the role consults with the supervisor or manager as required.

Reporting line

Senior People and Culture Business Partner

Direct reports

nil

Budget/Expenditure

As per financial delegations

Key knowledge and experience

- Demonstrated experience partnering with executives across a range of human resources functions in a large, complex organization
- 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
	Display Resilience and Courage Be open and honest, prepared to express your views, and	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	willing to accept and commit to change	<ul style="list-style-type: none"> Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations 	
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience 	Adept

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	
	Project Management 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 	Adept

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate