

Role Description

People & Culture Coordinator

Agency	NSW Education Standards Authority
Division/Branch/Unit	Strategy & Capability Division People & Culture
Location	117 Clarence Street, Sydney
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	223111
PCAT Code	1128392
NESA Position Number	B1445
Date of Approval	July 2020
Date Evaluated	June 2020
Agency Website	www.educationstandards.nsw.edu.au

Primary purpose of the role

The People & Culture Coordinator provides transactional and administrative support to the people & culture team to facilitate and ensure accurate delivery of services to support the recruit-to-retire employment lifecycle.

Key accountabilities

- Administrate and facilitate operational employment lifecycle processes, including:
 - recruitment, assignments, secondment and transfers
 - onboarding and induction
 - establishment of and changes to working arrangements
 - performance development planning and review
 - separation and exit
- Provide a range of administrative and support services to the people & culture function including responding to employee queries, and escalate and redirect issues as required to ensure accurate information is maintained and timely advice is provided
- Drafting contracts and letters, and managing contract end dates, probation review dates and following up with managers to confirm extensions
- Liaising with managers regarding changes within teams, resignations, temporary assignments and secondment
- Providing administrative support to directorate and divisional projects from time to time

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail

Key relationships





Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Escalate issues and provide updates
Work team	<ul style="list-style-type: none"> Participate in meetings, share information and provide input on issues
Clients/customers	<ul style="list-style-type: none"> Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
External	
Customers/suppliers	<ul style="list-style-type: none"> Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

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

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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay 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 Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies