

Role Description

Knowledge Lead

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Service Experience / Service Experience Strategy / Service Content and Communications
Location	TBC
Classification/Grade/Band	Clerk 9/10
Role Number	TBC
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	August 2022
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The Department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the well-being of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

The newly established Service Experience function is responsible for redesigning and continuously improving how we deliver services to our schools: teachers, principals, school administrative and support staff, as well as corporate staff.

Primary purpose of the role

The Knowledge Lead is responsible for managing, developing and implementing knowledge management practices, governance and systems for the Service Experience Directorate. The role is responsible for the Knowledge Management Strategy to drive consistent, current and accurate content across all delivery modes and teams to build the brand and reputation of the shared-services offering.

Key accountabilities

- Manage a team of knowledge management staff including work allocation, capability development and performance management to deliver knowledge management projects, systems and policies for the Service Experience Directorate.

- Develop, manage and implement the Knowledge Management Strategy for the Service Experience Directorate to drive consistent, current and accurate content across all delivery modes and teams.
- Establish and implement a knowledge management structure and governance framework for content including developing artefacts to ensure consistent knowledge management practices are continuously applied across all teams.
- Develop and implement knowledge management procedures, processes and standards including conducting research and workshops and providing training, coaching and advice to stakeholders on requirements and best practice to ensure the consistent application of knowledge management practices.
- Identify business requirements and technical requirements for knowledge management technology and deliver research, analysis and recommendations on potential solutions to support the delivery of a best practice knowledge management system and governance practices.
- Develop regular reporting on knowledge management progress and activities including identifying issues, risks, opportunities and continuous improvement initiatives to support the enhancement of knowledge management practices across the business.
- Manage, facilitate and gain consensus between stakeholders on knowledge management definitions and responsibilities to create a common and agreed definition that is consistently applied across shared services.
- Influence and support the adoption and adherence to information governance processes to drive consistency in the management of information, trust in information, information re-use and analytics.

Key challenges

- Managing competing deadlines and stakeholder demands within agreed time and quality requirements and ensuring alignment to business requirements.
- Establishing and embedding a consistent approach to knowledge management to ensure content is current and accurate across different modes and teams.
- Maintaining knowledge of emerging technologies and trends in knowledge management to ensure the application of best practice and innovative approaches to knowledge management.

Key relationships

Who	Why
Internal	
Manager, Service Content & Communications	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions • Provide advice, input and recommendations and influence planning and decision making • Identify emerging issues/risks and their implications and propose solutions
Staff	<ul style="list-style-type: none"> • Manage, guide and coach, provide direction and drive a consistent and quality approach to development and delivery • Set performance expectations and manage performance and development • Align and communicate delivery objectives to drive a consistent approach
Stakeholders	<ul style="list-style-type: none"> • Build collaborative relationships and collaborate on joint initiatives

Who	Why
	<ul style="list-style-type: none"> • Provide advice on best practice to influence program design and continuous improvement initiatives • Collaborate to understand challenges, risks and opportunities
Schools	<ul style="list-style-type: none"> • Build collaborative relationships to understand unique needs and operating conditions to support the development of communications material
External	
Other agencies, learning networks and/or communities of practice	<ul style="list-style-type: none"> • Collaborate to share best practice, findings and incorporate continuous improvement • Build and maintain strong networks to appropriately share information regarding good practice and emerging methodologies.

Role dimensions

Decision making

The Knowledge Lead is responsible for managing, developing and implementing knowledge management practices, governance and systems. The role is fully accountable for the quality, integrity, accuracy and completeness of information and advice provided.

The role defers to the Manager, Service Content & Communications on complex issues of a technical or legislative nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course of duties or matters requiring a higher delegated authority including approval for expenditure outside of delegation or sensitive issues.

Reporting line

Manager, Service Content & Communications

Direct reports

Knowledge Analyst

Budget/Expenditure

Nil

Key knowledge and experience

- Strong experience in knowledge management within a complex organisation including knowledge of relevant technologies, governance frameworks and approaches.
- 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

- Tertiary qualifications in knowledge management or related and/or equivalent demonstrated experience.

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">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• 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	Adept
 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



Commit to Customer Service

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

- 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

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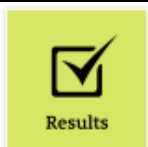


Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

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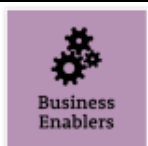


Think and Solve Problems

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

- 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 in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced

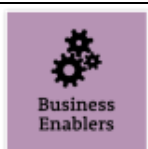


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

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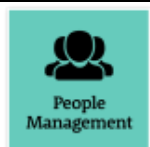


Project Management

Understand and apply effective planning, coordination and control methods

- 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

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Manage and Develop People








Engage and motivate staff, and develop capability and potential in others






- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- 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

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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.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

	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
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate