Role Description
Governance and Reporting Manager

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Information Technology Directorate - Rural Access Gap Program Management Office
Role number	234761
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	224999
PCAT Code	2119192
Date of Approval	November 2021
Agency Website	www.dec.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 Governance and Reporting Manager is responsible for the governance structure and best practice models to support transparent and effective decision-making of executive governance groups overseeing delivery of the Rural Access Gap (RAG) program. In this context, the role works closely with lead staff of the RAG Program Management Office to develop reports and key meeting materials, including agendas, minutes, action and decision logs.

Key accountabilities

- Provide high level consultation, analysis and advice to support the program's leadership and governance teams to meet key reporting requirements associated with program funding, assurance and policy compliance requirements
- Maintain a schedule of major reporting timeframes and manage the effective planning and delivery of all reporting artefacts, including Cabinet submissions, Ministerial and DoE Executive briefings and key stakeholder engagement and relationship management resources
- Manage the RAG program governance framework, identifying areas for process and procedural improvement
- Apply knowledge of relevant department strategies, policies, practices and standards to organise and prioritise work, using judgment to solve problems and address challenges
- Provide support for external audits and ensure ongoing compliance with whole-of-government assurance and reporting requirements
- Actively participate and contribute to communication and support services to ensure clear, concise and consistent program messaging for all stakeholders
- Maintain effective working relationships with key internal and external stakeholders.

Key challenges

- Maintaining an acute awareness of program goals within the context of departmental and government priorities as they impact governance matters, submissions, correspondence and other official documents prepared by and released from the RAG Project Management Office
- Ensuring that program leads are effectively involved in governance planning and delivery and contribute timely and effective briefings and updates
- Working in a high-volume environment with changing priorities and processes.

Key relationships

Who	Why
Internal	
Senior leads, RAG Project Management Office and delivery teams	- Provide high-level advice on governance issues and reporting issues to inform decision-making and influence outcomes - Discuss governance activity, maintain reporting schedules and set priorities - Collect, collate and confirm approval of content for governance reports and support materials - Report on the achievement of objectives and team performance
Direct Reports	- Lead, direct, manage and support performance and development. - Coach and mentor to develop professional capabilities
Key internal stakeholders, including key DoE decision-makers and influencers	- Provide timely and effective reports on RAG program activity, progress against targets, milestones and compliance with requirements - Ensure stakeholders have a clear and accurate understanding of the program, its implementation and opportunities for input, including governance committee and working group participation

Who	Why
	• Ensure stakeholder expectations on RAG governance matters and reporting requirements are being met, teams are represented effectively and interests considered appropriately
External	
Central agencies	• Provide timely and effective secretariat support for the program's Senior Executive Group, which comprises DoE and central agencies senior officers • Coordinate governance input to compliance reports to meet central agency requirements attached to funding and investment assurance

Role dimensions

Decision making

- Applies specialised knowledge, skills and professional judgement to achieve outcomes
- Actively contributes to the development of high level reports and strategic and operational plans; provides coaching and mentoring to others and prioritises team workload to ensure the delivery of targets and KPIs
- Exercises high level, independent judgement and initiative in prioritising support activities within the broad framework set with the role supervisor, as well as Departmental policies, procedures and operational guidelines
- Is accountable for the quality, integrity, accuracy and content of advice provided

Reporting line

Director Project Management Office, RAG Program

Direct reports

Direct and indirect reports including Program Reporting and Secretariat staff

Budget/Expenditure

The role has financial delegations in accordance with the Department's policy.

Key knowledge and experience

- 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.
- Demonstrated experience in governance reporting and executive support at a senior level
- Strong background in consulting with a diverse range of client groups to build ownership and develop tailored solutions in partnership with multiple service providers

Essential requirements

- Hold a valid clearance to work with Children (Working with Children Check) or be willing to obtain
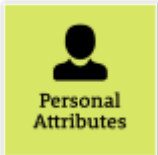
Capabilities for the role

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.

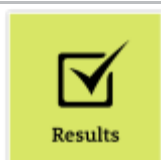| FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines	Advanced
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences	Advanced
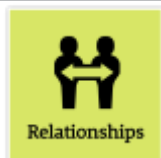
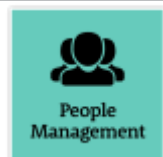|			
Relationships		• Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to 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	
	Work Collaboratively Collaborate with others and value their contribution	• Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies	Advanced
Results	**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

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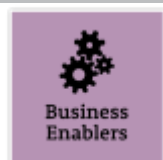
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives	Advanced

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**
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept

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Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept

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