

Role Description

HR Coordinator

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	SINSW/Business Enablement/Governance
Classification/Grade/Band	Clerk Grade 5/6
Role Number	241225
ANZSCO Code	139999
PCAT Code	3112492
Date of Approval	9 March 2022
Agency Website	education.nsw.gov.au schoolinfrastructure.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.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Coordinate all HR-related activities for SINSW to support high-quality, timely and professional service delivery.

Key accountabilities

- Coordinate SINSW's HR functions including recruitment; induction, work and development plans; code of conduct and related registers; WH&S; leave and other entitlements and approval processes.
- Coordinate and report on annual capability assessments and training and development programs in line with established priorities and budgets.
- Support the development and coordination of the SINSW graduate/cadet program including establishing rosters, objectives and evaluation processes for business units and cadets as they rotate through the organisation.

- Maintain SINSW's staffing files and support senior managers with staff-related activities.
- Provide administrative support to assist in meeting business priorities.

Key challenges

- Providing a high level of customer service support across all levels of staff within a high volume work area, dealing effectively with sensitive and confidential matters.
- Maintaining systems and processes to effectively coordinate the delivery of services, capability activities and reporting.

Key relationships

Who	Why
Internal	
Manager/Supervisor	<ul style="list-style-type: none"> • Receive advice, guidance, instructions and performance feedback. • Provide information, updates and reports on projects, issues and priorities. • Escalate issues, exchange information and discuss solutions.
Work team	<ul style="list-style-type: none"> • Work collaboratively to support the team in achieving business outcomes. • Participate in meetings, share information and provide input on issues.
Customers/Stakeholders	<ul style="list-style-type: none"> • Provide routine advice and information to support decision making. • Liaise and engage with on HR-related matters and issues. • Respond to enquiries and requests for information. • Coordinate meetings and activities.
Who	Why
External	
Customers/Stakeholders	<ul style="list-style-type: none"> • Provide routine advice and information to support decision making. • Liaise and engage with on HR-related matters and issues. • Respond to enquiries and requests for information. • Coordinate meetings and activities.

Role dimensions

Decision making

The role will exercise influence over decisions relating to appropriate training and development programs to support capability needs. Makes day-to-day decisions on staff related matters with the support of policy and processes and organises workload within established frameworks. In matters that are sensitive, high risk or business critical, the role consults with the manager to agree on a suitable course of action.

Reporting line

Manager, People and Performance

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Detailed knowledge of requirements within the Government Sector Employment Act.
- 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.

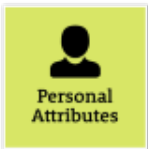
The capabilities are separated into focus capabilities and complementary capabilities





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 willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations	Intermediate

 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly 	Adept
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate

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	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	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	Foundational
 Results	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	Foundational
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational