

Role Description

Office Manager

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|---------------------------|--|
| Cluster/Agency | Department of Education |
| Division/Branch/Unit | Centre for Education Statistics and Evaluation |
| Location | 105 Phillip St, Parramatta |
| Classification/Grade/Band | Clerk Grade 7/8 |
| Kind of Employment | Temporary, Full-time |
| ANZSCO Code | 512111 |
| Role Number | 221229 |
| PCAT Code | 1222492 |
| Date of Approval | August 2021 |
| Agency Website | www.education.nsw.gov.au |

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 wellbeing of Aboriginal people.

Primary purpose of the role

The Office Manager oversees the provision of administrative and support services for the Centre for Education Statistics and Evaluation (CESE). The role facilitates the delivery of business operations to agreed standards.

Key accountabilities

- Oversee and coordinate the delivery of administrative and support services by the administrative service staff to ensure the business needs of senior managers and the unit are met.
- Monitor and address complex and/or sensitive enquiries and issues, including those that are escalated, to ensure their timely and effective resolution.
- Coordinate and manage records and databases, complying with administrative systems, processes and policies to ensure that all information is accurate, stored correctly and accessible.
- Develop, implement and review office systems, procedures and methods. Adapt processes and resources as required, to facilitate efficient team operations in line with agency standards, policies and procedures.
- Oversee and coordinate CESE recruitment activities, and provide support around Human Resource processes and administrative tasks.
- Manage and coordinate staff induction and professional learning activities.

Key challenges

- Balancing the administrative service needs of unit staff consistently, given the high volume of work

and number of staff seeking services from the team, and the need to address ad hoc requests and unforeseen issues.

Key relationships

| Who | Why |
|---|---|
| Internal | |
| Manager | <ul style="list-style-type: none"> Escalate issues, propose solutions and provide updates Provide advice on administrative processes |
| Direct Reports | <ul style="list-style-type: none"> Guide and manage performance Support the team, delegate tasks and work collaboratively to contribute towards achieving the unit's business outcomes |
| Clients/customers | <ul style="list-style-type: none"> Monitor, address and escalate requests Manage expectations and provide services Manage the flow of information, seek clarification and provide advice and responses |
| External | |
| Client/Customers | <ul style="list-style-type: none"> Monitor, address and escalate requests Manage the flow of information, seek clarification and provide advice and responses |
| Vendors/Service Providers and Consultants | <ul style="list-style-type: none"> Coordinate and monitor the supply of goods and services |

Role dimensions

Decision making

Makes decisions on day-to-day administrative processes. Leads a team that provides timely support across the directorate.

Reporting line

The role reports to Manager Strategic Priorities

Direct reports

The role has 3 direct reports.

Budget/Expenditure



The role has financial delegation up to \$25,000

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 | Intermediate |
|  Relationships | Communicate Effectively | Intermediate |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
|  Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Intermediate |
|  Business Enablers | Finance | Foundational |
| | Technology | Intermediate |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Foundational |
|  People Management | Manage and Develop People | Intermediate |
| | Inspire Direction and Purpose | Foundational |
| | Optimise Business Outcomes | Foundational |
| | Manage Reform and Change | Intermediate |

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 | Intermediate | <ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required |
| Results Plan and Prioritise | Intermediate | <ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments |
| Business Enablers Technology | Intermediate | <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 |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|---|--------------|--|
| People Management Manage and Develop People | Intermediate | <ul style="list-style-type: none">• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies• Ensure that roles and responsibilities are clearly communicated• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks• Develop team capability and recognise and develop potential in people• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues |