

Role Description

School Operations Optimisation Partners

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Customer Experience and Engagement
Location	Parramatta
Classification/Grade/Band	Clerk 7/8
Role Number	Various
ANZSCO Code	551111
PCAT Code	1223332
Date of Approval	October 2019
Agency Website	https://www.education.gov.au

Agency overview

The NSW Department of Education (DoE) provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The School Operations Optimisation Partner is responsible for delivering insight based on detailed business and data analysis that informs targeted interventions and coaching driven operational capability building initiatives to shift behaviours and work practices across schools.

Key accountabilities

- Conduct analysis on school operational data and performance, develop insight and identify continuous improvement opportunities and targeted interventions to support operational excellence and changes in work practices.
- Partner and build relationships with school stakeholders and provide coaching, guidance and support to drive behavioural and work practice change across schools and the application of effective processes, practices and ways of working.
- Collaborate with the data and measurement team to coordinate the delivery of detailed technical analysis of key operational and other business operations data, provide business parameters and key information to uncover insight and trends that influence interventions.
- Collaborate with subject matter experts across the business to understand operational drivers and parameters to proactively identify issues, develop analysis and make recommendations to support effective planning and decision making.

- Obtain and gather key customer information, data and insight and review and analyse reporting to enable continuous improvement, inform planning activities and deliver efficiencies across the learning program.
- Investigate issues and discrepancies in data, information and customer feedback and identify opportunities for continuous improvement through data-driven approaches.

Key challenges

- Researching and analysing quality information from diverse sources to effectively identify coaching and partnership opportunities.
- Interpreting complex information for customer performance and presenting this information in a usable and meaningful format to stakeholders.
- Providing coaching as a model of growth to influence change within schools and tailoring the approach based on individual capability and needs.

Key relationships

Who	Why
Internal	
Manager Content Design & Partnerships	<ul style="list-style-type: none"> • Receive advice and report on operations optimisation progress towards business objectives and discuss future directions • Provide advice, input and recommendations and influence decision making • Identify emerging issues/risks and their implications and propose solutions
Other Learning Teams	<ul style="list-style-type: none"> • Collaborate to gather and influence data analysis and intelligence approaches • Collaborate, share information and understand challenges, risks and opportunities to achieve joint Branch objectives and incorporate feedback for continuous improvement
Subject Matter Experts across the business	<ul style="list-style-type: none"> • Collaborate to understand detailed operational challenges, risks and opportunities
External	
School	<ul style="list-style-type: none"> • Provide coaching, advice and guidance to build capability and understand key issues and barriers • Drive culture and work practice change

Role dimensions

Decision making

The School Operations Optimisation Partner operates with autonomy and uses initiative in the delivery of operations optimization initiatives. The role provides targeted coaching, guidance and advice to schools to support capability building and awareness activities. The role is fully accountable for the quality and integrity of information and advice provided.

The role defers to the Manager Content Design & Partnerships on complex issues of a legislative or political 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 Content Design & Partnerships

Direct reports

Nil

Budget/Expenditure

TBC

Essential requirements

- Knowledge and commitment to the Department's Aboriginal Educational policies.
- Capacity to travel across the state as required and possession of a current driver's licence.





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

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	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary

NSW Public Sector Capability Framework

Group and Capability

Level

Behavioural Indicators

- Evaluate progress and identify improvements to inform future projects