

Role Description

Senior Policy Officer



Education

Role Description Fields	Details
Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Education and Skills Reform
Role number	229241
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	224412
PCAT Code	2119192
Date of Approval	28 March 2025
Agency Website	https://education.nsw.gov.au/

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Centre for Education Statistics and Evaluation

The Centre for Education Statistics and Evaluation (CESE) leads, enables, and delivers high-quality (robust, trusted, and innovative) insight, evidence, and policy to make a difference for all learners. CESE has over 400 staff across two pillars – CESE Policy and Evidence, with teams being Schools Policy, Strategic Analysis and Research, Evaluation and Effectiveness and Enrolment Trends and Transitions Taskforce, and the CESE Data and Insights pillar with teams being Data Reform, Education Statistics and Measurement, Skills Pathways and Insights, Data Analytics and Insights and Data Analytics and Performance (Early Childhood). The eighth team is the Office of CESE which supports the entire directorate. CESE is Australia's first dedicated hub of education data and evaluation, across early childhood, schooling, training and higher education.

About Schools Policy

Schools Policy drives collaboration across the department and beyond to identify and solve key policy challenges for the schooling system. This includes collaboration with students, teachers and school communities, internal and external stakeholders, as well as key experts from across Australia and globally, and ensures that the department's response to emerging challenges in the NSW school system is informed by strong evidence and deep thinking.

Primary purpose of the role

The Senior Policy Officer manages and coordinates the development and implementation of a range of policy projects to contribute to the delivery of policy initiatives that support Agency and/or Government commitments.

Key accountabilities

- Research, analyse and review complex policy issues, identifying emerging issues, developing evidence-based options, and recommended solutions to resolve problems and mitigate risks.
- Provide expert policy advice and information to relevant stakeholders to facilitate the appropriate interpretation and implementation of policies and support Agency and/or Government policy initiatives.
- Build and maintain relationships with key stakeholders, facilitating their engagement in, and contribution to, the identification and development of policy solutions and to inform policy decision making.
- Monitor, evaluate and report on the development and/or implementation of policies to identify issues and ensure the achievement of desired outcomes.
- Mentor and guide policy officers and support staff, ensuring compliance with governance and quality requirements, to successfully deliver policy priorities and initiatives.
- Prepare correspondence, written reports, publications, and briefs, that are informative and aligned with agency requirements, to respond to Agency and/or Government requests.

Key challenges

- Delivering policy initiatives and projects to the required standards and timeframes, given the need to rapidly understand and integrate information and adapt in an often changing and unpredictable environment.
- Providing accurate and timely analysis to ensure that decisions and advice are based on the best possible data and information, including an accurate picture of the current situation.
- Maintaining up-to-date knowledge of current and emerging trends in education.

Key relationships

Who	Why
Internal	
Senior staff in Schools Policy, senior managers across the Education and Skills Reform division and staff across the department	<ul style="list-style-type: none">• Develop and maintain effective working relationships to foster collaboration, consultation and engagement on policy initiatives.
External	
NSW Central Agencies, Commonwealth, other state and territory agencies and non-government education stakeholders	<ul style="list-style-type: none">• Develop and maintain effective working relationships to foster collaboration, consultation and engagement in the development of policy initiatives.• Identify stakeholder views to inform policy development.

Role dimensions

Decision making

This role:

- acts independently with regards to developing policy advice, proposals and solving problems to deliver high quality work on time and within budget.
- acts independently and uses initiative in performing the role's core work functions.
- consults with senior officers and the Director in relation to decisions that have resource implications, far reaching implications, are contentious and/or are likely to have an impact on stakeholders.

Reporting line

Principal Policy Officer.

Direct reports

Nil.

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.

Essential requirements

- Appropriate tertiary qualifications and/or relevant policy experience.
- Hold a valid clearance to work with children (Working with Children Check for paid employment).
- Demonstrated understanding of and commitment to the value of public education.

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> 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
 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
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • 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 	Adept

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	

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
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 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
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate