

Role Description

Junior Product Manager

Cluster	Education
Agency	NSW Education Standards Authority ('NESA')
Division/Branch/Unit	Strategy & Capability / Information & Communications Technology / Digital & Customer
Location	117 Clarence St Sydney
Classification/Grade/Band	Clerk Grade 7 / 8
Role Number	R1988
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	17 June 2024
Agency Website	www.educationstandards.nsw.edu.au

Agency overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement.

We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.

We achieve this by supporting all school sectors (public, catholic and independent) to deliver the best possible outcomes for students through:

- high-quality syllabuses.
- assessment, including managing the HSC and NAPLAN.
- teaching standards, such as the accreditation of teachers to work in NSW schools.
- school environments, including setting and monitoring school standards.

To find out more about the important work we do for NSW visit our [website](#).

Primary purpose of the role

The Junior Product Manager manages and coordinates the discovery, planning, implementation and maintenance of NESA products to deliver customer value and help NESA achieve organisational objectives.

Key accountabilities

- Manage the end-to-end product lifecycle for NESA products including analysis, prioritisation, planning, communication and ongoing evaluation against industry benchmarks and NESA organizational objectives.
- Establish and nurture stakeholder relationships through effective communication, engaging proactively on issues and seeking to understand and address stakeholder concerns.

- Establish an evidence-based approach to decision making, including efforts to articulate and validate hypotheses, user success metrics and connections to NESA strategies.
- Develop, plan and conduct product discovery activities to understand and user needs, contexts and goals, then collaborate with colleagues on delivery activities to ensure we deliver value to customers early and often.
- Monitor and evaluate NESA's products for value, usability, feasibility and business viability, to ensure products continue to deliver customer value as customer needs and circumstances change.
- Foster innovation and empower colleagues in collaboration, user experience design, product delivery and continuous improvement work practices.

Key challenges

- Balance competing demands to ensure customer and organisational objectives are achieved.
- Maintain currency with rapidly changing technology and industry best practice to ensure web and digital service solutions are fit for purpose.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues and priorities. • Escalate issues, keep informed, advise and receive instructions. • Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Work Team	<ul style="list-style-type: none"> • Participate in meetings to obtain the work group perspective and share information. • Work collaboratively to contribute to achieving team outcomes.
Customers	<ul style="list-style-type: none"> • Understand their environment, needs, pain points and desired outcomes. • Engage to estimate their satisfaction with existing solutions and validate prototypes for future product changes.
Stakeholders	<ul style="list-style-type: none"> • Engage to estimate their satisfaction with existing solutions and validate prototypes for future product changes. • Resolve and provide solutions to issues.
External	
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Manage relationships and monitor provision of service to ensure compliance with contract and service arrangements. • Consult, provide and obtain information, negotiate required outcomes and timeframes • Collaborate to resolve issues
Customers & Stakeholders	<ul style="list-style-type: none"> • Understand their environment, needs, pain points and desired outcomes. • Provide advice on product discovery and delivery related matters. • Engage and consult in the resolution of issues.

Role dimensions

Decision making

The Junior Product Manager supports and applies the NESA frameworks and standards. The role plays a pivotal role in delivering value for customers. The role champions customer needs within the project team and with stakeholders.

Reporting line

Reports to Principal Product Manager

Direct reports

Nil.

Budget/Expenditure

Nil.




Capabilities for the role



The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/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 NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/capability-framework>

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Adept
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<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
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial 'win-win' outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • 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
Results Think and Solve Problems	Adept	<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

