

# Role Description

## Ministerial and Parliamentary Communications Officer



Education

Agency	Department of Education
Division/Branch/Unit	School Infrastructure NSW/Communications/Ministerial and Parliamentary Communications
Location	259 George Street, Sydney
Classification/Grade/Band	Clerk Grade 7/8
Role Number	158047
ANZSCO Code	139999
PCAT Code	3222492
Date of Approval	June 2018
Agency Website	<a href="http://education.nsw.gov.au">education.nsw.gov.au</a> <a href="http://schoolinfrastructure.nsw.gov.au">schoolinfrastructure.nsw.gov.au</a>

### Department of Education

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.

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 is the biggest education investment in history – a huge \$6 billion over the next four years for the development of new schools and major school upgrades, and a record breaking \$747 million to tackle maintenance across 2,200 public schools within the state.

### Primary purpose of the role

The Ministerial and Parliamentary Communications Officer is primarily responsible for preparing school asset related ministerial, parliamentary and media communications; Government Information and Public Access (GIPA) Act applications; ministerial and executive reporting including Annual Reports and statutory reporting.

### Key accountabilities

- Draft ministerial, parliamentary, executive and media communications, ensuring quality, accuracy and timeliness.
- Prepare reports for the department's executive and the Minister's Office and respond to GIPA applications on asset related issues.
- Acquire and maintain knowledge of current asset related policies, procedures and guidelines and utilise asset management systems and data bases to extract information.
- Organise and prioritise individual workload, and work as part of the Ministerial and Parliamentary Communications team to deliver within requisite timeframes.

- Maintain good knowledge and understanding of issues relating to school asset management and the implications of those issues.
- Develop and maintain sustainable partnerships with relevant internal and external stakeholders to ensure all correspondence relating to the school assets program is prepared and approved within requisite timeframes, and is accurate and consistent with policy guidelines and procedures.
- Track communications on HPRM to accurately reflect their status.

## Key challenges

- Manage workload to deliver within requisite timeframes, especially during critical periods such as Parliamentary sittings, development and announcement of the State Budget and State elections.
- Develop and maintain excellent professional relationships with DOE staff to deliver high quality accurate communications in a high volume work environment with rapidly changing priorities and within tight timeframes.
- Develop and maintain excellent working relationships with high level stakeholders such as the Minister's Office and the department's senior executives.

## Key relationships

Who	Why
<b>Internal</b>	
Senior Manager, Ministerial and Parliamentary Communications	<ul style="list-style-type: none"> <li>• Receive instructions and provide specialist support for the Ministerial and Parliamentary Communications team.</li> <li>• Provide progress reports on work outcomes.</li> <li>• Report on and keep informed of contentious issues or conflicts.</li> </ul>
School Infrastructure NSW division	<ul style="list-style-type: none"> <li>• Work as a team member to provide policy advice, obtain accurate and timely information for the preparation of all communications.</li> <li>• Build and maintain collaborative working relationships to support communications and messages to be consistent with policy, procedures and guidelines.</li> </ul>
Secretary's Office and Executive Support Directorate	<ul style="list-style-type: none"> <li>• Provide advice on asset related matters, liaise on cross portfolio issues and negotiate timelines for the provision of advice.</li> </ul>
Deputy Secretaries and their offices	<ul style="list-style-type: none"> <li>• Consult for the preparation of department wide coordinated advice on cross portfolio issues.</li> </ul>
<b>External</b>	
Minister's Office and other government agencies	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation and engagement.</li> </ul>

## Role dimensions

### Decision making

The role acts independently in performing its core work functions and determining day to day work priorities. In matters that are sensitive, high-risk or business-critical, consultation is required with the Senior Manager to

agree on a suitable course of action. The role operates within legislative and regulatory provisions, public sector frameworks, department strategic and business plans, policies and resource parameters.

### **Reporting line**

The role reports to the Senior Manager, Ministerial and Parliamentary Communications.

### **Direct reports**

The role has no direct reports.

### **Budget/Expenditure**

Nil

### **Essential requirements**

- Tertiary qualification in communications or a related discipline and/or equivalent experience within communications policy.
- Knowledge of and commitment to the Department's Aboriginal education policies.





### **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](http://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	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### 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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Understand the team/unit objectives and align operational activities accordingly</li> <li>Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
		<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>