Role Description
Preschool Support Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Early Childhood Outcomes	Public Early Childhood Education and Care	Early Learners
Role number	Multiple
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	TBD
PCAT Code	TBD
Date of Approval	31 October 2023
Agency Website	https://education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors. We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The role provides advice and support on early childhood education and care to public preschools within NSW Public Schools.

Key accountabilities

- Assist with the development, implementation and evaluation of professional learning, resources and advice to public preschools to deliver outcomes that meet strategic objectives and department priorities.
- Support schools in implementing the National Quality Framework to enable compliance with legislative and regulatory obligations.
- Identify, research, and analyse issues to support senior officers in the development of advice and recommendations to preschools and to assist senior officers with preparing briefings, media releases and presentations on preschool education issues.
- Participation in interdepartmental committees and in working parties for early childhood education and care, and advocate for positive outcomes for children and families and deliver the department's strategic objectives and department priorities.

- Build strong working relationships with members of the Early Years Coordination team and other operational functions in the Directorate to provide quality advice on and contribute to the development and implementation of initiatives for public preschools.
- Provide operational support, advice, and guidance to public preschools on operational processes and procedures to ensure compliance with Department policies and requirements. Including working with Advisors to manage system notifications for public preschools, ensuring all notifications and responses are in line with regulatory requirements and department policies.
- Identify and raise issues to advocate for the needs of public preschools to raise the profile and outcomes for the public preschools.
- Support the delivery of projects for continuous improvement in public preschools to deliver strategic outcomes and department priorities.

Key challenges

- Working in a high-volume environment and collaborating with a diverse range of stakeholders and competing department priorities
- Maintaining currency of knowledge about early childhood education national and international leading-edge practice
- Achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project inter-dependencies and balance competing demands and priorities.

Key relationships

Internal

Who	Why
Advisor	- Provide regular performance status reports. - Provide expert advice and contribute to decision making. - Identify emerging issues/risks and their implications and propose solutions. - Ensure alignment with the unit's program and strategy. - Receive performance feedback, coaching and development.
Early Years Coordination Team	Liaise and consult to ensure the implementation of programs and initiatives aligns with the unit's operational objectives.
Directorate	- Liaise on identification of emerging issues/risks and their implications to support program development. - Ensure proposed program development aligns with the Directorate's overall and strategy.
Public Preschools	- Provide advice and support on early learning programs and initiatives. - Build and maintain collaborative and productive working relationships.

External

Who	Why
Stakeholders	Develop effective working relationships that promote open channels of communication, consultation, and engagement.

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Role dimensions

Decision making

Acts independently in performing its core work functions and applies knowledge, skills and professional judgement within DoE policies and guidelines, to achieve outcome objectives.

Consults with the Preschool Advisor on sensitive, high-risk or business critical, matters to agree on a suitable course of action.

Reporting line

Preschool Advisor

Direct reports

Nil

Budget/Expenditure

Financial delegation in accordance with the Department policy

Key knowledge and experience

- Related tertiary qualifications or demonstrated relevant experience.
- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy (nsw.gov.au) and upholding the Department's Partnership Agreement between the NSW Aboriginal Education Consultative Group Inc and the NSW Department of Education 2020-2030 and to ensure quality outcomes for Aboriginal people

Essential requirements

- Hold a valid clearance to work with children (Working with Children Check) for paid employment.
- Some travel maybe required subject to business need
- 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

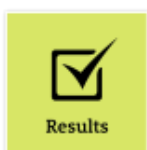| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank 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
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• 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
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
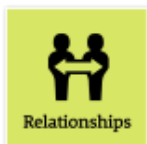
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • 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	Adept
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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	• 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

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|	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate