Role Description
Head, Student Records

Cluster	Separate Agency
Agency	NSW Educational Standards Authority
Division/Branch/Unit	Examinations, Reporting & Credentials Directorate
Location	117 Clarence Street Sydney
Classification/Grade/Band	Clerk grade 9/10
Role Number	B1168
ANZSCO Code	511112
PCAT Code	111111
Date of Approval	7 January 2021
Agency Website	http://educationstandards.nsw.edu.au

Agency overview

The NSW Education Standards Authority ('NESA') is an independent statutory authority responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood educators. NESA is responsible for developing policies and initiatives for evaluating and improving quality teaching and student learning across all schools and school sectors. NESA was formally established on 1 January 2017, in response to the need to adopt a more strategic and outward-looking focus, greater clarity of regulatory roles and responsibilities, and streamlined processes and systems.

Primary purpose of the role

The Head, Student Records is responsible for the planning, co-ordination and management of the student enrolment, data collection and credential issuance processes for NSW student in years 10, 11 and 12.

Key accountabilities

- Manage the day to day operations of the Student Records Unit including coordinating resources, meeting reporting requirements, and coordinating project-related activities, to ensure responsibilities are achieved.
- Co-manage the Minimum Standards Project Officer to ensure ongoing school and student maintenance of HSC minimum standard status.
- Manage direct reports including mentoring, monitoring performance and facilitate their ongoing professional development to ensure a quality standard of service.
- Develop, implement and monitor internal and external processes, including communication plans, to ensure the timeliness, integrity and accuracy of data submission requirements and to ensure eligible students are awarded with a Record of School Achievement (RoSA) or Higher School Certificate (HSC).
- Lead enhancements of systems and procedures, particularly with regards to the NESA dedicated web portals Schools Online and Students Online.

- Build and maintain internal and external stakeholder relationships through effective communication and issue management to engage stakeholders and ensure responsibilities are achieved.

Key challenges

- Managing a range of competing and conflicting work priorities.
- Achieving deadlines and milestones, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.
- Balancing the needs of staff and key stakeholders consistently, given the high volume of work and the need to address ad hoc requests and unforeseen issues.

Key relationships

Who	Why
Internal	
Branch Manager	• Receive advice, report on progress and discuss future directions • Identify emerging issues/risks and their implications and propose solutions • Provide expert advice and contribute to decision making
Direct Reports	• Guide, support and mentor team members • Lead discussion and decisions regarding key projects and deliverables • Set performance expectations and manage development
NESA Directorates and Branches	• Work collaboratively to achieve identified outcomes and resolve emerging issues
External	
Key stakeholders organisations including education sector representatives, schools, parents and students	• Develop and maintain effective relationships and open channels of communication in order to understand needs and concerns • Exchange information and respond to enquires • Manage expectations and resolve issues
Vendors/Service providers and consultants	• Communicate needs, facilitate routine business transitions and resolve issues • Monitor the provision of service to ensure compliance with operational objectives

Role dimensions

Decision making

Decisions are made in accordance with the NESA and/or Directorate documented policies and procedures including the Code of Ethics and Conduct. This role exercises a high degree of autonomy within defined parameters of agreed scope of works and escalates any decisions requiring significant variation to agreed outcomes.

Reporting line

The Head, Student Records reports to the Manager, Student Records and Support.

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Direct reports

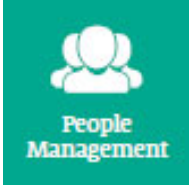5 direct reports

Essential requirements

Sound understanding of schools, how they are managed and operate.
Sound understanding of all RoSA and HSC eligibility requirements including HSC Minimum Standards.
Working with children check clearance

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**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Advanced**
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Adept
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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 Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	• 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 • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Advanced	• Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results Think and Solve Problems	Advanced	• 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 • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Technology	Adept	• 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
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

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