

Role Description

Correspondence Officer



Education

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Learning Improvement / Teaching Quality and Impact/ Quality Teaching Practice
Role number	241427
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	551111
PCAT Code	1223332
Date of Approval	August 2022
Agency Website	https://education.nsw.gov.au/

Agency overview

The Department of Education is the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. For more information about the Department of Education, please visit [NSW Department of Education](https://education.nsw.gov.au/).

Primary purpose of the role

The Correspondence Officer provides high quality support in the management, and creation of materials for official correspondence which is responsive and timely and supports the development of strategic and regulatory policy and advice for the Quality Teaching Practice unit.

Key accountabilities

- Manage the coordination of official correspondence within the business unit that meet rigorous requirements of accuracy, presentation and timeliness.
- Prepare a wide range of written materials including high level communications and correspondence, ministerial correspondence, briefings, reports, submissions and notes for the Director's approval ensuring the comprehensiveness, accuracy and timeliness of written information.
- Coordinate, update and maintain knowledge and policy storage systems to support the timely completion of all correspondence for the business unit.
- Conduct research into technical matters by reviewing papers, fact-finding, requesting briefings from business units, gathering data, compiling information, analysing material, searching databases and consulting with key stakeholders, to ensure a thorough understanding and analysis of issues.
- Liaise and negotiate with internal staff and external stakeholders to ascertain the status and progress of outstanding matters, escalating any complex and contentious issues.
- Coordinate complex correspondence and policy advice across a range of stakeholders for the purposes of informing Department of Education policy to ensure compliance with agency standards, policies and procedures.
- Develop, implement, review and update policies, processes and administrative systems to ensure compliance with agency standards, policies and procedures.

Key challenges

- Completing tasks and providing well-researched and balanced advice or escalating contentious issues within agreed timeframes and performance standards, while managing competing priorities and fluctuating work volumes.
- Developing effective working relationships with a broad range of internal and external stakeholders, ensuring confidentiality and discretion in resolving contentious and sensitive issues or questions.
- Maintaining current knowledge of relevant policy, legislation and corporate strategic directions

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none">• Provide advice and contribute to decision making regarding projects and issues• Escalate issues and propose solutions• Receive guidance and provide regular updates on projects, issues and priorities• Identify emerging issues/risks and their implications and propose solutions
Work Team	<ul style="list-style-type: none">• Develop and maintain effective relationships and open channels of communication• Participate in meetings to obtain the team perspective and share information• Develop and maintain effective relationships and open channels of communication to facilitate outcomes• Exchange information and respond to enquiries• Work collaboratively to achieving to contribute to achieving team outcomes.• Contribute to and present bespoke analytical workshops, using knowledge communication and data analysis techniques
Quality Teaching Practice unit	<ul style="list-style-type: none">• Develop and deliver appropriate materials and communications related to key project deliverables• Work collaboratively to contribute to achieving team outcomes• Develop and maintain effective relationships and open channels of communication to facilitate outcomes• Liaise and negotiate with stakeholders to create key messages that reflect program and leadership goals
Stakeholders	<ul style="list-style-type: none">• Build understanding of services provided by the team Provide regular updates on key projects, issues and priorities Exchange information and respond to enquiries• Support effective working relationships to foster collaboration, consultation and engagement Contribute to a customer- focused approach to service delivery

External

Who	Why
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MPs, Clients/Customers	<ul style="list-style-type: none"> • Manage the flow of information, seek clarification and provide advice and responses to MPs and their Electorate Office staff. • Liaise and negotiate with staff in response to written and verbal enquires to provide high quality, timely and accurate advice
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Ministerial

Who	Why
Stakeholder	<ul style="list-style-type: none"> • Manage the flow of information, seek clarification and provide advice and responses to MPs and their Electorate Office staff • Liaise and negotiate with staff in response to written and verbal enquires to provide high quality, timely and accurate advice

Role dimensions

Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines and applied specialised knowledge, skills and professional judgement to achieve outcomes. It refers to the Manager for decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management and on matters that are sensitive and/or contentious to agree on a suitable way forward. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

The role reports to 218238 Senior Officer, Office of the Director (CL9/10).

Direct reports

The role has up no direct reports

Budget/Expenditure

The role has financial delegations in accordance with the Department's policy as prescribed for a CL7/8 level.

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.
- Demonstrated ability to gather, analyse and present complex and sensitive information, monitor emerging trends and issues and respond to risks effectively to achieve business outcomes.
- Proven ability to develop high quality written materials for official correspondence, such as, ministerial correspondence, briefings, reports, submissions and notes.

Essential requirements

- Hold a valid clearance to work with Children (Working with Children Check) for paid employment.

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

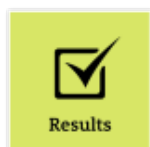
Focus capabilities

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	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"> 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 	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	Intermediate

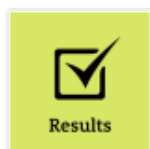


Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept

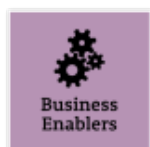


Think and Solve Problems

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



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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational