

Role Description

Manager, Research

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	SINSW/Service Planning/Data Insights and Planning Analytics
Role number	221586
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	132511
PCAT Code	1211192
Date of Approval	11 May 2023
Agency Website	education.nsw.gov.au schoolinfrastructure.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.

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 encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Provide highly specialised advice and educational expertise to support the development of a centre of excellence for researching the impacts of school infrastructure on student and teacher outcomes and the broader social/community benefits.

Key accountabilities

- Provide expert, strategic advice, guidance and support to the Director, Data Insights and Planning Analytics and other senior stakeholders on the development of research strategies, programs and initiatives to ensure the provision of high-quality educational research on innovative school learning environments and infrastructure.
- Lead and manage a professional team to undertake, monitor, review and evaluate a program of research and analysis in school and social infrastructure, linking to education outcomes and social and

community benefits, to support the delivery of high-quality educational outcomes for teachers and students.

- Develop, build and maintain strong working relationships with key internal and external stakeholders through effective communication, negotiation and issues management to foster collaboration, leverage expertise and maximise research opportunities.
- Manage and undertake a program of Post Occupancy Evaluations (POE) and research into recent school builds to inform future education projects and gain maximum benefit from the NSW Government's 'once in a generation' investment into school infrastructure.
- Research, evaluate and provide detailed analysis on social and school infrastructure trends and developments to support informed decision making and best practice educational outcomes.
- Oversee the procurement and administration of internally funded research, grants and partnerships to ensure compliance with relevant legislative requirements, policies and procedures and to deliver value added, mutually beneficial research outcomes.
- Manage the development and provision of literature reviews, research papers, analysis and reports, peer reviewed publications, and business case development to support high-quality, accurate and timely research communications and reporting.
- Manage a range of specialised research projects and initiatives and provide leadership, support and guidance to team members to foster collaboration and cooperation and support high-quality, educationally effective project outcomes.

Key challenges

- Leading and developing a team of professional staff in the use and application of best practice research methodologies, techniques and standards.
- Collaborating with a wide range of stakeholders, often with diverse viewpoints and needs, in a highly complex, specialised educational environment.
- Maintaining a current knowledge of the latest trends and developments in innovative school learning environments.

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> • Receive direction, advice, guidance, and feedback on strategic priorities and corporate objectives. • Provide expert, strategic advice and information. • Provide regular reports, briefings and updates.
Direct reports (if applicable)	<ul style="list-style-type: none"> • Coach, mentor, guide and support to achieve agreed priorities and deliver customer-focused outcomes. • Encourage and build collaboration and cooperation in team activities. • Set performance expectations and manage performance and development.
Department of Education Teaching and Learning units, including School Leadership and Educational Change	<ul style="list-style-type: none"> • Work collaboratively on research strategies and initiatives. • Share expertise, knowledge and ideas.
School Principals, Teachers, school representatives and other professionals	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and ensure open channels of communication.

Who	Why
	<ul style="list-style-type: none"> Liaise, consult and engage with on specific projects and initiatives.
External	
Consultants	<ul style="list-style-type: none"> Collaborate and provide direction in conducting Post Occupancy Evaluations.
Academic Researchers	<ul style="list-style-type: none"> Develop mutually beneficial research partnerships.

Role dimensions

Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines. In matters that are sensitive, high-risk or complex, the role consults with the Director to agree on a suitable course of action.

Reporting line

Director, Data Insights and Planning Analytics

Direct reports

This role may have direct reports depending on business needs.

Budget/Expenditure

Nil

Financial delegation – in accordance with the Department's policy as prescribed for a Clerk Grade 11/12.

Key knowledge and experience

- Experience in instigating, developing and managing research programs and forming partnerships with respected research institutions and organisations.
- 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.

Essential requirements

- Relevant tertiary qualifications and/or equivalent professional experience.
- Current and valid Working with Children Check Clearance for paid employment.
- 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
<div> Personal Attributes</div>	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Model the highest standards of ethical and professional behaviour and reinforce their use• Represent the organisation in an honest, ethical and professional way and set an example for others to follow• Promote a culture of integrity and professionalism within the organisation and in dealings external to government• Monitor ethical practices, standards and systems and reinforce their use• Act promptly on reported breaches of legislation, policies and guidelines	Advanced
<div> Relationships</div>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• 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
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Recognise outcomes achieved through effective collaboration between teams• Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government• Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions	Advanced


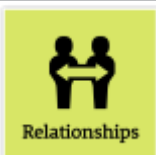
		<ul style="list-style-type: none"> • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • 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	<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 	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning 	Advanced




		<ul style="list-style-type: none"> • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups 	
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives 	Advanced

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.

COMPLEMENTARY CAPABILITIES			
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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	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	Adept
	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	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept