Role Description
Logistics Officer

Cluster	**Education**
Department/Agency	**NSW Department of Education**
Division/Branch/Unit	**School Infrastructure NSW/Asset Management**
Role number	**250272**
Classification/Grade/Band	**Clerk Grade 7/8**
Senior executive work level standards	**Not Applicable**
ANZSCO Code	**531111**
PCAT Code	**1117392**
Date of Approval	**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 high-quality, customer focused logistics services and support at the Chullora warehouse facility, including inventory tracking and distribution, to fulfil customer needs and meet agreed service standards and business priorities.

Key accountabilities

- Undertake a range of logistics activities to facilitate the timely and effective supply and distribution of stock to customers.
- Liaise and consult with internal and external stakeholders to facilitate the exchange of information, resolve issues and inform service delivery.

- Source, collate and compile data and information to assist with identifying emerging issues and risks, and track and report on inventory levels and discrepancies, to maintain a high standard of customer service.
- Apply the Department's Work, Health and Safety (WH&S) policies and procedures, and identify and report any workplace hazards, incidents and risks, to maintain a safe and healthy work environment.
- Liaise and engage with third-party suppliers to identify and resolve issues, communicate business requirements and improve service performance.
- Develop and maintain operational policies, procedures and guidelines to support continuous improvement initiatives.
- Participate in the planning and delivery of projects and initiatives as directed to support the achievement of organisational objectives.

Key challenges

- Balancing competing, and at times conflicting priorities, within agreed timeframes and to the required standard.
- Delivering and maintaining high standards of customer service in a high volume, complex work environment.

Key relationships

Internal

Who	Why
Manager	- Receive advice, guidance, instructions and performance feedback. - Provide updates on projects, issues and priorities. - Provide advice and reports and contribute to decision making. - Escalate issues and propose solutions.
Work team	- Support team members and work collaboratively to achieve business outcomes. - Participate in meetings, share information and provide input on issues.
Customers/Stakeholders	- Provide high-quality customer service. - Respond to, and resolve, complex issues. - Provide advice, information and guidance on logistics workflows and priorities. - Develop and maintain effective working relationships.

External

Who	Why
Customers/Stakeholders	- Provide high-quality customer service. - Respond to, and resolve, complex issues.
Vendors/Service Providers	Monitor and support service provision and delivery.

Role dimensions

Decision making

This role works with limited supervision and guidance to achieve overall work commitments developed in agreement with the manager. Is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

In matters that are sensitive, high-risk or business critical, the role consults with the manager to agree on a suitable course of action.

Reporting line

Senior Logistics Officer

Direct reports

Nil

Budget/Expenditure

Nil

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.
- Knowledge of, and commitment to, the Department's Work, Health and Safety (WH&S) policy.

Essential requirements

- Relevant tertiary qualifications and/or equivalent workplace experience in logistics, supply chain management, operations or a related field.
- Current general construction card (White card), or attainment of one within a reasonable timeframe.
- Current and valid Forklift licence with high reach experience
- 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

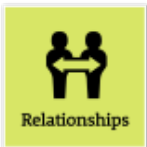|			
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivate when tasks become difficult	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality, customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate

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	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
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational

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Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
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	Foundational
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