

Role Description

Senior Group Leader

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure NSW/Asset Management/Regional (Various)
Role number	Various
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	139999
PCAT Code	3332224
Date of Approval	15 April 2024
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples 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

Manage the delivery of a range of programs within the designated Asset Management region, and provide effective leadership across program, project, stakeholder and contract management and development, to ensure the provision of high-quality, timely and professional asset management services for NSW schools.

Manage emergency response and recovery activities after natural disasters, such as fire, flooding and storms, as they affect school assets and operations.

Key accountabilities

- Provide strategic advice and support to the relevant Director, Regional Office, and collaborate with the capital works team, to inform evidence-based decision making.
- Provide effective management of the regional Asset Management team, including financial planning and budget management as required, for the effective delivery of capital works and facilities management programs in schools.

- Oversee planning and implementation of minor capital works projects, including brief development, design and documentation, construction, handover and post-construction phases.
- Monitor programs for the assigned Asset Management region to ensure cashflow and delivery targets are met or exceeded.
- Develop and maintain positive relationships with key stakeholders to facilitate effective contract and relationship management.
- Develop a local system for the management of leasing and licencing by other users of DoE facilities as required and provide guidance and high-level advice in relation to the procurement of children's services, markets and other uses.
- Work with staff to prepare personal development plans to identify opportunities for skills development and succession planning.

Key challenges

- Leading complex consultations and negotiations, providing strategic advice and offering solutions, often within short timeframes, to ensure program delivery targets are met or exceeded.
- Maintaining current knowledge of trends and developments including legislation and changes to policy and funding initiatives.
- Providing leadership to delivery teams to ensure stakeholder needs are met in an environment of finite resources and time pressures.

Key relationships

Who	Why
Internal	
Director (Regional Asset Management Office)	<ul style="list-style-type: none"> • Receive direction, advice, guidance and performance feedback. • Report on progress towards business objectives and discuss future directions. • Provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Direct reports	<ul style="list-style-type: none"> • Coach, mentor, guide and support to build professional expertise and capabilities, achieve agreed priorities and deliver customer-focused outcomes. • Set performance expectations and manage performance and development. • Manage and oversee delivery of work assignments and priorities.
Work team	<ul style="list-style-type: none"> • Work collaboratively to support the team in achieving business outcomes. • Participate in meetings, share information and provide input on issues.
Asset Management Delivery teams	<ul style="list-style-type: none"> • Provide leadership and high-level customer service to meet delivery targets.
Customers/Stakeholders, including School Principals and School Infrastructure Managers	<ul style="list-style-type: none"> • Provide expert advice and high-level customer service on capital works and facilities management programs.

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- Consult, negotiate and collaborate to define mutual interests and determine strategies to achieve their resolution.
 - Optimise engagement to achieve defined outcomes.
 - Manage expectations and resolve issues.

External

Local government representatives; service providers; and facilities management contractors

- Develop and maintain effective working relationships to ensure the timely delivery of capital works, minor capital works and services.
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Role dimensions

Decision making

In consultation with the relevant Director, Regional Asset Management Office, this role coordinates strategic asset programs delivered across the Asset Management area; makes decisions associated with timely program delivery; and provides leadership in relation to financial management.

Reporting line

Refer to the relevant business unit organisation chart.

Direct reports

Up to 20

Budget/Expenditure

Nil

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

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.

Essential requirements

- Current and valid driver's licence.
- 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	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
 Relationships	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
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • Initiate and develop partnerships with customers to define and evaluate service performance outcomes 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 and encourage new ideas and innovative approaches Ensure that the organisation's systems, processes, policies and programs respond to customer needs 	
	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced
	<p>Finance</p> <p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures Understand the impacts of funding allocations on business planning and budgets Identify discrepancies or variances in financial and budget reports, and take corrective action Know when to seek specialist advice and support and establish the relevant relationships Make decisions and prepare business cases, paying due regard to financial considerations 	Adept
	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<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 	Advanced

FOCUS CAPABILITIES

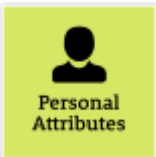
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning Develop effective strategies to remedy variances from project plans and minimise 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"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks 	Adept

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Advanced
	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	Adept

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	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	Adept
 People Management	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	Intermediate