

Role Description

Senior Logistics Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure NSW/Asset Management/Central Services
Role number	250271
Classification/Grade/Band	TBA
Senior executive work level standards	Not Applicable
ANZSCO Code	591116
PCAT Code	1327292
Date of Approval	27 October 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

Lead a team responsible for the provision of high-quality, customer focused logistics services at the SINSW Chullora Logistics Centre, including inventory management, tracking and distribution for demountable storage, LED lighting, mechanical ventilation, and MMC kit of parts; and fire, safety and security system maintenance; to fulfil customer needs, deliver cost-savings and ensure the safe, secure and efficient operation of the site.

This role is a point of contact for all matters related to the storage, supply and distribution of inventory at the Chullora site.

Key accountabilities

- Oversee and coordinate logistics activities, including the timely and effective receipt, storage and distribution of inventory, to fulfil customer needs, minimise costs and ensure high-quality, professional service delivery to NSW schools.
- Oversee inventory management processes and practices to meet organisational and operational supply requirements.
- Provide sound advice and information to the Manager, Security Maintenance and Logistics and other key stakeholders on best practice logistics solutions to inform evidence-based decision making.
- Supervise, coach and mentor a small team, monitor work performance and develop team capabilities to meet agreed business priorities and service objectives.
- Establish and maintain collaborative stakeholder relationships to plan and prioritise logistics requirements, respond to, and resolve, issues, and deliver integrated solutions.
- Identify, manage and mitigate risks, and ensure compliance with Work, Health and Safety (WH&S) policies and procedures in relation to the manual handling, storage and distribution of inventory items, forklift operations and use of equipment.
- Develop and maintain reporting tools and systems, and manage the use of computerised inventory management software, to track, monitor and report on inventory levels, discrepancies and variances and meet compliance requirements.
- Monitor and review inventory levels, and manage and oversee regular stocktakes, to maintain operational efficiency and performance.

Key challenges

- Managing competing, and at times conflicting priorities, within agreed timeframes and to the required standard.
- Negotiating and consulting with diverse stakeholders, given their varying expectations, viewpoints and interests.
- Developing and maintaining a customer-focused logistics service that is highly responsive to the business-critical needs of stakeholders in a complex, specialised educational environment.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none">• Receive advice, guidance, instructions and performance feedback.• Report on progress towards business objectives and discuss future directions.• Provide sound 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 achieve agreed priorities and deliver customer-focused outcomes.• Set performance expectations and manage performance and development.

Work team	<ul style="list-style-type: none"> • Support the team and work collaboratively to contribute to achieving the team's business outcomes. • Participate in meetings, share information and provide input on issues.
Customers/Stakeholders, including NSW schools	<ul style="list-style-type: none"> • Provide advice and recommendations on logistics issues and priorities. • Develop and maintain collaborative working relationships and open channels of communication. • Negotiate outcomes and timeframes.

External

Who	Why
Customers/Stakeholders	<ul style="list-style-type: none"> • Develop and maintain collaborative working relationships and open channels of communication. • Optimise engagement to define mutual interests, manage expectations and achieve defined outcomes.
Suppliers/Service Providers	<ul style="list-style-type: none"> • Build and maintain productive relationships to ensure the timely delivery of products. • Monitor and review the provision of services to ensure effective compliance.
Industry Professionals/Consultants	<ul style="list-style-type: none"> • Seek and maintain specialist knowledge. • Keep up-to-date with industry trends and developments.

Role dimensions

Decision making

This role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes. Makes decisions within the context of legislative requirements, internal controls and processes. 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

Manager, Security Maintenance and Logistics

Direct reports

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Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in logistics, operations and/or supply chain management.
- 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

- 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
	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

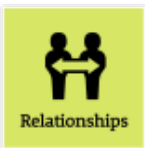


Commit to Customer Service

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



Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Negotiate from an informed and credible position
- Lead and facilitate productive discussions with staff and stakeholders
- Encourage others to talk, share and debate ideas to achieve a consensus
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict

Adept



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

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

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Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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Manage and Develop People

Engage and motivate staff, and develop capability and potential in others






- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

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	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
 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	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 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
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate