Role Description
Field Officer

Cluster/Agency	Department of Education
Division/Branch/Unit	Early Childhood Education
Location	Metropolitan
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	Temporary
ANZSCO Code	272613
Role Number	Various
PCAT Code	1119192
Date of Approval	March 2019
Agency Website	www.dec.nsw.gov.au

Overview

The NSW Department of Education serves the community by leading the provision of world-class education. The Department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

Located with the Department of Education (DoE), the Early Childhood Education (ECE) Directorate administers several programs and funding streams designed to meet the goals of the National Partnership Agreements on Universal Access to Early Childhood Education and the National Quality Agenda, with a focus on improved participation of children from Aboriginal and low income backgrounds.

As a regulatory authority under the national regulatory arrangements for early childhood education and care, the Directorate regulates approximately 5,500 services across the state. For services regulated under the National Quality Framework, this includes a process of assessment and quality rating by regional staff against the seven quality areas that make up the National Quality Standards.

Primary purpose of the role

The role assists with the implementation of risk-based regulatory and compliance functions to ensure the quality of early childhood education services, the safety of children and to foster continuous improvement in the sector.

Key accountabilities

- Undertake quality assurance and rating processes for early childhood education services in accordance with the national regulatory framework.

- Visit services to assist with the monitoring of compliance, identification of potential risks, investigation of non-compliance with regulatory requirements and the development of recommended actions to ensure the safety of children and the provision of high quality service.
- Assist with the implementation of risk-based regulatory activities in accordance with the national regulatory framework to improve outcomes for children, to ensure children's safety and to promote continuous improvement in the quality of services.
- Assist with the implementation of engagement, communication and capability development strategies to enhance the knowledge and capability of the workforce and to support continuous improvement in the sector.
- Participate in cross-team groups and projects to ensure that frontline knowledge and experience is captured in the development of policy and in strategic projects.
- Prepare and maintain accurate and timely records in the Directorate's systems to ensure the quality and availability of records for reporting and other purposes.
- Assist with the preparation of quality evidence-based written reports, submissions and correspondence.

Key challenges

- Working in a high volume, sensitive and at times adversarial environment.
- Maintaining an up to date knowledge of early childhood education policy and regulatory frameworks.

Key relationships

Who	Why
Internal	
ECE Directorate Executive	• Share information about the regulation and quality of early childhood education services
	• Receive guidance in managing complex and /or sensitive matters
Other areas of the Department for Education	• Share and seek information
External	
Broader government stakeholders and the ECE sector	• Provide a high standard of service when dealing with stakeholders outside the Directorate

Role dimensions

Decision making

This role:

- acts independently in performing its core work functions and makes decisions to ensure outcomes are met in accordance with the guidelines set out by ACECQA
- consults with the Manager on matters that are sensitive and /or contentious to agree on a suitable way forward

Reporting line

The role reports to the Hub Coordinator or the Manager Hub Operations

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Direct reports

The role has no direct reports

Budget/Expenditure

N/A

Essential requirements

Diploma or in the process of attaining a diploma in a relevant discipline

A driver licence as driving is an essential requirement of this role

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	**Intermediate**
	Value Diversity	Foundation
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Foundational**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	**Foundation**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Personal Attributes Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Foundational	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans

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