

Role Description

Manager, Work Health Safety

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Health Safety and Staff Wellbeing Directorate, Risk Management
Role number	173351, 173360, 173342
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	132311
PCAT Code	1324592
Date of Approval	February 2022
Agency Website	www.education.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.

Primary purpose of the role

The role is one of the senior management team having a state-wide responsibility for ensuring the analysis and delivery of a wide range of Work Health and Safety (WHS) services and programs to ensure the successful delivery of safe working and learning environments across the Department's schools and workplaces.

The role leads a team of professional officers to deliver services that comply with legislative requirements affecting the delivery of work health and safety to staff and members of the community on all departmental sites.

Key accountabilities

- Lead and direct a team of professional staff to deliver WHS services across a broad range of programs that meet the directives and guidelines of the department.
- Design and implement strategies and initiatives that build capability, across portfolio and with internal and external stakeholders to improve the department's safety performance and deliver a high quality WHS service that complies with legislative requirements in NSW.

- Manage professional development and staff capability strategies to build capability across the team and provide exemplary customer service in a high performance culture to maximise outcomes.
- Coordinate or undertake investigations into notifiable incidents which may result in litigation or regulator involvement to identify causal factors and make recommendations to support improvements in the Department's safety performance.
- Prepare high quality submissions, house folder notes and briefing papers on complex matters and issues arising from the daily operations to inform business operations.
- Provide high level accurate and timely advice to senior management and executive on complex matters including researching issues, analysing data and reporting on performance to inform and influence decision making.
- Build and maintain key relationships with internal and external agencies to ensure the Department is a benchmark for the delivery of WHS programs and services to staff and the community, improve compliance and reduce the incidence of workplace injuries.
- Analyse, evaluate and report on performance, identify trends and emerging issues to inform the development of evidence based strategies to address risk and drive service improvement.

Key challenges

- Leading a team to deliver the Department's safety program across multiple workplaces consistently and with quality in accordance with policy and procedure meeting service expectations and with demanding deadlines and competing priorities in a timely manner.
- Maintaining up to date of knowledge of WHS processes and legislation that supports their role in leading a team of professional staff for the delivery of work health and safety within the Department.
- Operating in a politically sensitive environment in which the Department and the unit are likely to be exposed to scrutiny by the Government, unions, public and media.

Key relationships

Who	Why
Internal	
Team members and teams across Health Safety and Staff Wellbeing Directorate	<ul style="list-style-type: none"> • Provide leadership and encourages team members and colleagues to achieve team goals and business outcomes • Provides a conduit across teams in Health and Safety Directorate to ensure the consistent provision of service and advice. • Manage a customer focused approach to service delivery
Manager	<ul style="list-style-type: none"> • Provides regular status reports • Consults regarding the management of sensitive, high risk or business critical matters • Receives performance feedback
External	
Internal and External Partners	<ul style="list-style-type: none"> • Communicates specialist advice with regulator, unions, fund manager and executive staff and provides guidance on complex matters requiring technical knowledge and/or implementation expertise. • Develop programs and systems that reflect departmental initiatives and priorities.

Who	Why
	<ul style="list-style-type: none"> • Carry out consultation, liaison and negotiation. • Build and manage excellent stakeholder relationships and networks to enhance working relationships and facilitate timely response services.

Role dimensions

Decision making

The role acts independently and uses initiative in making decisions regarding the operational management of the Risk Management Unit, including staff supervision, workforce management and utilises problem solving to achieve business results.

As necessary, the role consults with the line manager to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far reaching implications.

Reporting line

This position reports to the Director.

Direct reports

This role has up to 2 direct reports. For indirect reports refer to the relevant business unit organisational chart.

Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

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

- Experience in a related field or relevant tertiary qualifications or training
- Current Driver's Licence and willingness to travel between work sites

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>	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">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept
<div> Relationships</div>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Tailor communication to diverse audiences• Clearly explain complex concepts and arguments to individuals and groups• Create opportunities for others to be heard, listen attentively and encourage them to express their views• Share information across teams and units to enable informed decision making• Write fluently in plain English and in a range of styles and formats• Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
<div> Results</div>	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	Advanced



		<ul style="list-style-type: none"> 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 	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> 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 	Adept
	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 	Advanced




	<ul style="list-style-type: none"> Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives 	
Optimise Business Outcomes		Adept
Manage people and resources effectively to achieve public value	<ul style="list-style-type: none"> Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context Monitor performance against standards and take timely corrective actions Keep others informed about progress and performance outcomes 	

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
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	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	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept