

# Role Description

## Program Coordinator

Cluster	Education
Agency	NSW Educational Standards Authority
Division/Branch/Unit	Curriculum and Assessment/Assessment Operations
Location	117 Clarence Street Sydney
Classification/Grade/Band	Clerk Grade 9/10
Role Number	P1557
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	11 March 2024
Agency Website	<a href="http://www.educationstandards.nsw.edu.au">www.educationstandards.nsw.edu.au</a>

### Agency overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement.

We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning.

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.

We achieve this by supporting all school sectors (public, catholic and independent) to deliver the best possible outcomes for students through:

- high-quality syllabuses.
- assessment, including managing the HSC and NAPLAN.
- teaching standards, such as the accreditation of teachers to work in NSW schools.
- school environments, including setting and monitoring school standards.

To find out more about the important work we do for NSW visit our [website](http://www.educationstandards.nsw.edu.au).

### Primary purpose of the role

The Program Coordinator coordinates the development, implementation and evaluation of activities related to the Higher School Certificate (HSC) program and related projects.

### Key accountabilities

- Develop and maintain the overall project plan, risk and issues log with Assessment Branch Managers, Communications and ICT
- Coordinate and support governance related activities of regular checkpoint meetings to ensure the program outcomes are achieved on time, to quality standards and within agreed scope in line with established agency project management methodology.

- Support Assessment Branch Managers in developing branch plans, process documentation, risks and issues related to the overall HSC schedule and actions agreed at the governance meetings.
- Coordinate the production of the regular Status reports based on the plan and the regular governance checkpoint meetings.
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables, issues and risks are monitored and documented.

## Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected

## Key relationships

Who	Why
<b>Internal</b>	
Principal Program Coordinator	<ul style="list-style-type: none"> <li>• Receive advice and support towards business objectives and discuss future directions</li> <li>• Inform and seek guidance on escalated risks and issues</li> <li>• Provide expert advice and contribute to decision making</li> </ul>
Program Manager	<ul style="list-style-type: none"> <li>• Receive guidance and report on progress towards business objectives and discuss future directions</li> <li>• Provide expert advice and contribute to decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Guide, support, coach and mentor team members</li> <li>• Lead discussions and decisions regarding key outcomes and deliverables</li> <li>• Support team members and work collaboratively to contribute to achieving team outcomes</li> </ul>
<b>External</b>	
Sector representatives	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and open channels of communication where necessary</li> <li>• Manage expectations and resolve issues</li> </ul>
Principals, teachers and school staff	<ul style="list-style-type: none"> <li>• Engage with in order to understand needs and concerns and facilitate participation in training and preparatory activities for the HSC and related projects</li> <li>• Manage expectations and resolve issues</li> </ul>
Vendors/Service providers and consultants	<ul style="list-style-type: none"> <li>• Communicate needs, facilitate routine business transactions and resolve issues</li> <li>• Negotiate and approve contracts and service agreements</li> <li>• Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements</li> </ul>

## **Role dimensions**

### **Decision making**

Decisions are made in accordance with the NESA and/or Directorate documented policies and procedures including the Code of Ethics and Conduct. This role exercises a high degree of autonomy within defined parameters of agreed scope of works and escalates any decisions requiring significant variations to agreed outcomes.

### **Reporting line**

The Program Coordinator reports to the Principal Program Coordinator, Assessment Program Office.

### **Essential requirements**






- Working with children check clearance.
- At least three years of experience in running business programs of projects.
- Willingness to work outside of normal business hours and at other Sydney locations during peak periods.

### **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](http://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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
 <b>Results</b>	Deliver Results	Adept
	<b>Plan and Prioritise</b>	<b>Advanced</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	<b>Project Management</b>	<b>Adept</b>
 <b>People Management</b>	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	<b>Manage Reform and Change</b>	<b>Adept</b>

## 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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Keep control of own emotions and stay calm under pressure and in challenging situations</li> <li>• Promote a culture of quality customer service in the organisation</li> <li>• Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>• Promote and manage alliances within the organisation and across the public, private and community sectors</li> <li>• Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>• Identify and incorporate the interests and needs of customers in business process design</li> <li>• Ensure that the organisation's systems, processes, policies and programs respond to customer needs</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Understand the links between the business unit, organisation and the whole-of-government agenda</li> <li>• Ensure business plan goals are clear and appropriate including contingency provisions</li> <li>• Monitor progress of initiatives and make necessary adjustments</li> <li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately</li> <li>• Consider the implications of a wide range of complex issues, and shift business priorities when necessary</li> <li>• Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b> Manage Reform and Change	Adept	<ul style="list-style-type: none"> <li>• Actively promote change processes to staff and participate in the communication of change initiatives across the organisation</li> <li>• Provide guidance, coaching and direction to others managing uncertainty and change</li> <li>• Engage staff in change processes and provide clear guidance, coaching and support</li> <li>• Identify cultural barriers to change and implement strategies to address these</li> </ul>