

Agency	NSW Department of Education
Division/Branch/Unit	Educational Services/Learning and Business Systems/School and Business Systems
Location	Phillip Street, Parramatta
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	251312
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Agency Website	education.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Educational Services Division

Educational Services Division leads and directs the effective provision of educational, corporate and business services that add value to teaching and learning across more than 2,200 public schools in NSW. The Division is responsible for coordinating the development and delivery of quality and responsive policies, processes, services, technologies, or business systems that contribute to maximising achievement for every student in a NSW public school.

The overarching goal of the Educational Services Division is the strategic, future-focussed planning and quality assurance of service delivery to achieve equity of access and outcomes for every student regardless of where he or she lives or attends school.

Primary purpose of the role

The primary purpose of the role is to provide leadership and manage the delivery of capability development programs such as coaching and mentoring, and leadership development initiatives for non-teaching staff, and ensuring program objectives are met on time and to high quality standards.

Key accountabilities

- Build, lead and manage a high performing team to deliver and manage capability development programs such as coaching and mentoring, and leadership development initiatives for non-teaching staff to meet program objectives and deliver outcomes.
- Lead the development and maintenance of delivery plans across the state at various levels for streamlined and efficient delivery management.

- Review capability development programs, teams, and individual's performances periodically and ensure any gaps are identified and corrective actions are implemented with target to meeting program objectives and delivery outcomes.
- Lead the implementation and maintenance of operational processes, guidelines, and procedures in managing the capability development programs.
- Drive a continuous improvement culture within the team and seek new ways of operating that improves efficiency and produce better customer outcomes and experiences.
- Develop and implement communication and change plans to ensure program awareness and promotion across the department, in particular with the target staff groups and their key stakeholders.
- Provide leadership and support to team members to deliver capability development programs with the target to achieving exceptional customer satisfaction.
- Provide clear and transparent reports, briefs and any relevant documentation on the capability development programs' progress and performance to stakeholders and address any concerns and /or feedback from the stakeholders.

Key challenges

- Ensuring the capability development programs for non-teaching staff are meeting the needs of the target audience in the dynamic environment of organisational changes, operational systems, policies and process changes.
- Managing high volume, multifaceted, and diverse professional learning courses across the state while balancing competing priorities and timeframes.
- Managing professional learning user expectations and needs due to varied nature of the delivery content, timeframe and methods.

Key relationships

Who	Why
Internal	
Senior leaders within the directorate	<ul style="list-style-type: none"> • Seek approvals, validation, and guidance in delivering capability development programs for non-teaching staff. • Provide advice and contribute to decision making.
Senior Manager Professional Learning for Non-Teaching Staff	<ul style="list-style-type: none"> • Receive feedback, instruction and provide regular updates on all relevant business activities and priorities. • Identify emerging risks, issues and implications, propose solutions and escalate where required. • Provide advice and contribute to decision making.
Learning Capability Development Team Lead members (Direct reports)	<ul style="list-style-type: none"> • Provide leadership, support, direction, and manage performance development. • Provide advice in relation to the delivery of capability development programs across the state. • Develop the capability of the Learning Capability Development Team Lead members to deliver on time, within budget, and to quality with the target to achieving customer satisfaction.

Who	Why
Learning Capability Development Team members	<ul style="list-style-type: none"> • Provide advice in relation to the delivery of capability development programs across the state. • Develop the capability of the Learning Capability Development Team members to deliver programs on time and to quality with the target to achieving customer satisfaction.
Professional Learning for Non-Teaching Staff Team Members	<ul style="list-style-type: none"> • Collaborate and work as one team to achieve the professional learning for non-teaching staff vision and strategic objectives.
Other key stakeholders	<ul style="list-style-type: none"> • Collaborate in the development and management of capability development programs for non-teaching staff. • Provide and seek input with the management of capability development programs for non-teaching staff.
External	•
External stakeholders	<ul style="list-style-type: none"> • Build and maintain effective working relationships to effectively manage the delivery of capability development programs for non-teaching staff. • Represent the directorate at various forums and meetings to ensure relevant capability development programs for non-teaching staff items are communicated and addressed.

Role dimensions

Decision making

The role acts independently, uses initiative and is accountable for the delivery of high quality capability development programs, as per implementation plans and processes, for non-teaching staff across the state, driving a culture of continuous improvement.

The role acts independently in making decisions to deliver and manage the work of the learning capability development team, to manage related activities and deliver high quality support to the directorate to achieve agreed objectives and target outcomes.

The role refers to and consults with the supervisor on matters that involve significant change to agreed practices, outcomes or deadlines and to manage and implement the various elements of the development of capability programs for non-teaching staff state wide.

Reporting line

The role reports to the Senior Manager, Professional Learning for Non-Teaching Staff.

Direct reports

This role has direct reports. Refer to the relevant business unit organisational chart.

Budget/Expenditure

Monetary delegation as prescribed for a CL9/10 level.

Essential requirements






- Knowledge of and commitment to the department's Aboriginal education policies.
- Hold a valid clearance to work with children (Working with Children Check) for paid employment.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <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
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence.

The behavioural indicators (sourced directly from the [Capability Framework](#)) 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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> 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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks