



# Candidate Information Pack



---

## Introduction

Do you want to make a real contribution to the success of our schools?

Whether your passion lies with matters of priority to the government's policy agenda, or whether you are motivated by providing exceptional corporate and enabling functions to provide critical support to our department and the school community, we have a role for you.

## NSW Department of Education

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 responsible for the delivery and co-ordination of early childhood, primary school, secondary school, vocational education, adult, migrant and higher education in the state of New South Wales, Australia.

At the NSW Department of Education, our goal is to be Australia's best education system and one of the finest in the world. We prepare young people for rewarding lives as engaged citizens in a complex and dynamic society. We are committed to fostering vibrant, sustainable, and high-performing vocational and higher education sectors. Our purpose at Education is to equip young people to lead rewarding lives in a complex and fast-changing world. This is important because the learners of today are the foundation of a prosperous Australia tomorrow.

To support our young people to thrive, we must ensure we are one of the best education systems in the world. This means building a system focused on student outcomes, and a system that offers a great place to work.

Providing services is at the heart of what we do. It is one of our six core values in our Strategic Plan that guides how we work, make decisions, interact with each other, and reminds us that we place our customers at the centre of what we do.

### Our strategic priorities

Our Strategic Plan 2018-2022 focuses on long term priorities based on evidence and research to prepare young people to lead rewarding lives as engaged citizens in a complex and dynamic society. 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.

Our goal is to ensure every student is engaged and challenged to continue to learn, and every student, every teacher, every leader and every school improves every year.

Further information about [our strategic priorities](#) is on our website.

## Operations Group

To support the department's outcomes, the Operations Group is committed to delivering high-quality support efficiently and effectively to all schools and staff. We have embarked on a transformation journey to deliver:

- An end-to-end support service operating model with clear service accountability.
- Improved services ensuring staff can access services and support with ease.
- Enabling our people to focus on high value work related to student outcomes by

---

making the services we provide easy to find, navigate, and use.

The Operations Group is leading the charge to drive user-centric design and delivery of support services to schools and expand our collaboration across the full width and breadth of the department. Our purpose is to deliver value-added services to teachers, schools and non-school-based staff with the ultimate goal of ensuring the delivery of better student outcomes. It includes the following directorates:

**Finance** - provides strategic financial advice, reporting and management of financial resources across schools and the wider department.

**EDConnect** - the department's shared service centre providing support, information and advice to schools and corporate staff for all corporate services such as IT, business services, human resources, SAP finance and procurement.

**Information Technology Directorate (ITD)** - identifies and provides information and communication technologies to students, teachers and staff in schools and corporate offices and supports future approaches to teaching and learning, including digital technology.

**Reform Programs** - responsible for designing the right interventions to challenging operational requirements, delivering on key reform programs which reduce the administrative burden on schools and driving disciplined delivery in order to reach KPIs and outcomes.

**Service Experience** - partners with directorates across the department to improve the quality of services delivered to schools and corporate colleagues.

**Chief Risk Office (CRO)** - combines the Risk and Fraud and Corruption Prevention teams to support and enable risk-based decision making while embedding this capability across the department.

**Audit** - Internal Audit provides an independent and objective review and advisory service.

### About our transformation journey

Our ambition is to deliver best-in-class advice, information and services that supports our people to be successful, while ensuring value is delivered alongside high-quality outcomes. We will achieve this by putting the people we serve at the heart of everything we do to deliver better, easier support services.

We are already making a positive difference to our internal and external customers through contemporary ways of working that are school centric in their design and delivery, and we are driving ambitious department-wide improvement programs by deploying agile methodology for disciplined delivery of projects to reduce administrative burden in schools to give time back to our teachers to do what they do best.

### Our goal

Our goal is to ensure every student, teacher, leader and school improves every year – and we will achieve that by putting the people we serve at the heart of everything we do.

---

## Our purpose

Our purpose is to equip young people to lead rewarding lives in a complex and fast-changing world because the learners of today are the foundation of a prosperous Australia tomorrow.

## Our outcomes

We are high performers; our culture is customer focused and we are always looking for ways to achieve the next level of excellence. When you join us, you will lead and work with people across the department who, like you, are motivated to drive and identify improvement opportunities to streamline and support organisational effectiveness. You will lead staff to embrace new ways of working and help enhance their customer-focused mindset, ensuring the services we provide are always people focused and deliver the best outcomes.

## Reform Programs

Reform Programs is a new, fast-paced, and exciting business unit. Our team is involved in coordinating a whole of department approach to improving systems and processes for schools' operations in Australia's largest public education provider.

Our role is to help deliver on key reforms that reduce the administrative burden on schools, allowing more time to focus on teaching, learning and the wellbeing of our students. We collaborate with schools to see what we can do to ensure day-to-day operations are as smooth and seamless as possible. We approach this work with a view to streamline, modernise and simplify wherever possible.

The Reform Program Team is a broad mix of professionals with backgrounds in coordination and project management, communication and change, data collection and analysis, and innovation and system improvement. What ties us together is a passion for improving student outcomes in New South Wales.

For further information on Reform Programs directorate, click [here](#).

## Our people and culture

The Department of Education can offer you a varied and rewarding career doing important work in your chosen field. We are proud to offer a flexible, safe and inclusive workplace with competitive employment conditions.

A role at the department offers:

- an agile, respectful, dynamic, and inclusive workplace
- attractive remuneration package including generous employer superannuation contributions
- exciting and fulfilling work contributing to improving the lives of all students in public schools, with career development and networking opportunities difficult to find elsewhere
- the opportunity to work with strong, smart, visionary and experienced leaders who encourage and support you to develop your interests and expertise and achieve your ambitions
- flexible working practices and a modern, digitally-enabled, activity-based offices that enables increased communication and collaboration to encourage agility and innovation.

To deliver on our strategic priorities we strive to achieve excellence in all that we do. We do this through:

- Courage – taking on risks and battles that matter most

- 
- Agility – dynamic, empowered and collaborative teams
  - Accountability – to students, each other and our performance and outcomes
  - Clarity - clear shared purpose and plan with frequent communication and transparency.
  - Disciplined Delivery - excellence in execution with a sustained 'stick with it' focus
  - Learning - real-time data and evidence inform decisions, listening to the customer's voice. We each learn and improve, both individually and together.

## Our ideal candidate

We are seeking strategic thinking people that are committed to collaboratively solving complex problems, delivering results and achieving outcomes with a customer focused approach. We need team players who are passionate about making a difference to the lives of students and are excited about embarking on a reform journey.

Diverse experience across the private, public and/or community sectors is an advantage. You will excel in a complex and fast-paced environment, have a strong focus on results, be adept at managing sensitive issues under pressure and be able to show that you can provide sound advice and make rational, fair decisions quickly and during unpredictable times. Relevant qualifications and/or extensive experience in your chosen field are preferable.

Your ability to engage with a broad range of stakeholders and foster trust within the workforce will see you build positive relationships that enable Reform Programs to promote a high-performance culture. Your ability to inject innovation into the development of initiatives as a means of creating interest and engagement from staff will be important to achieving success.

You will have a proven record of working collaboratively with peers (internal and external). You will also be consultative, resilient and personally accountable for the quality of advice and the delivery of results. You can plan and manage time and resources effectively to drive achievement of agreed outcomes. You are adaptable, determined, flexible and self-driven. You are an effective communicator (verbal and written) who can tailor content to suit the audience. You will be able to clearly explain complex ideas and strategies for informed decision making.

If this sounds like you, we strongly encourage you to apply to join our team.

## Applying for the job

To apply for this role, please submit an online application and attach your resume of no more than 4 pages along with a cover letter (maximum 1000 words) which describes how your capabilities, knowledge and experience make you the best person for this role.

## How will my application be assessed?

Your application will be assessed on your ability to demonstrate that you can perform in the role, outlined in the job advertisement and in line with the relevant classification level. Your resume and cover letter will be used to assess if you will be progressed to the second phase of assessment.

In the second phase we may use a variety of techniques to determine the successful candidates. This may include:

- Phone, face-to-face and video interviews (formal and informal)
- Work sample tests
- Emotional Intelligence assessment



- 
- Behavioural Interview
  - Reference checks and pre-employment checks.

The selection processes throughout the recruitment are made by the recruiter, hiring manager and sometimes Executive Director depending on the seniority of the role. The selection decision is made based on the variety of selection tools used through the process as listed earlier, resume, cover letter, assessments, behavioural interview and formal/informal interviews. The department uses comparative assessment of candidates against the capabilities of the role to make its selections.

The selection process will be based on merit and the candidate's status will be communicated to you throughout the process to keep you informed.

If you are selected as the successful candidate you will be contacted with a job offer and to discuss arrangements for onboarding such as pre-employment checks and start date, as well as being asked to complete any relevant new starter paperwork.

If you are not offered a role it does not mean that it was determined that you cannot do the job, it just means that someone else better fit the capabilities of the role at this time. You can ask for feedback to help you improve your chances in the future.

In some cases, when you are notified that you did not get the job you may be told that you have been placed in a talent pool. This is great news as it means that you may be considered for similar roles within the department as they become available over the next 18 months from the date you joined the talent pool. Talent pools can be advantageous as candidates in talent pools are often considered before deciding if a new job will be posted to engage the market. Talent pools are shared across other NSW Government departments.

[I identify as a person with disability and require reasonable adjustments for the assessment process. What do I need to do?](#)

At the Department of Education, we pride ourselves on our diversity and welcome applications from candidates all walks of life. If you do need additional support during the recruitment process, please highlight this in your application and necessary adjustments will be made.

[What does flexible work look like at the Department?](#)

The department is committed to flexible working, using a principles-based approach and focused on building personalised flexible arrangements that work for you and your team. This empowers teams to adapt flexible work practices to fit with their operational requirements and helps our staff to balance their professional and personal lives.

For more information on flexible working and employee benefits, please visit the department website page, [Salary and Benefits](#).