

# Role Description

## Data Collection Officer



Education  
Standards  
Authority

Cluster	Separate Agency
Agency	NSW Education Standard Authority
Division/Branch/Unit	Assessment Standards
Location	117 Clarence Street Sydney
Classification/Grade/Band	Clerk grade 3/4
Role Number	B1172
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	19 December 2023
Agency Website	<a href="http://www.educationstandards.nsw.edu.au">http://www.educationstandards.nsw.edu.au</a>

### Agency overview

The NSW Education Standards Authority ('NESA') is an independent statutory authority responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood educators. NESA is responsible for developing policies and initiatives for evaluating and improving quality teaching and student learning across all schools and school sectors. NESA was formally established on 1 January 2017, in response to the need to adopt a more strategic and outward-looking focus, greater clarity of regulatory roles and responsibilities, and streamlined processes and systems.

### Primary purpose of the role

The Data Collection Officer provides support for the collection, processing and validation of student data relating to Year 10, Year 11 and Year 12 student entries, results and credentials. The role assists high schools and senior students across NSW in understanding Record of School Achievement (RoSA) eligibility requirements and accessing Students Online.

### Key accountabilities

- Provide advice, mainly via phone and email, that professionally and effectively supports NSW schools to complete their student data submission requirements and supports NSW senior students access advice and results.
- Complete numerous administration and data quality assurance processes for Year 10, Year 11, and Year 12 student records in preparation for credentiailling of the Record of School Achievement (RoSA) and Higher School Certificate (HSC).
- Work cohesively with the Head, team members and staff in other branches to understand functionality requirements of the dedicated web portals, Schools Online and Students Online.
- Ensure NSW student data submission requirements are received and processed within set timeframes.

## Key challenges

- Assess and where possible resolve issues in a frontline, high volume, customer focused environment
- Providing accurate and consistent advice relating to RoSA eligibility, and ensuring it includes information from various NESA stakeholders with competing interests
- Manage workload in an environment of continuous interruptions and diverse, high volume transactions
- Maintain knowledge of RoSA and credentialing requirements around changing policies and education sector initiatives

## Key relationships

Who	Why
<b>Internal</b>	
Unit Head	<ul style="list-style-type: none"><li>• Escalate issues, keep informed, advise and receive guidance</li><li>• Participate in discussions and receive direction on unit priorities</li></ul>
Team members	<ul style="list-style-type: none"><li>• Support the team and work collaboratively to contribute to achieving the team's business outcomes</li></ul>
Other Directorates	<ul style="list-style-type: none"><li>• Monitor, address and/or escalate requests</li><li>• Monitor the flow of information, seek clarification and provide advice and responses</li></ul>
<b>External</b>	
School and education sector representatives	<ul style="list-style-type: none"><li>• Monitor, address and/or escalate requests</li><li>• Monitor the flow of information, seek clarification and provide advice and responses</li></ul>
Parents and students	<ul style="list-style-type: none"><li>• Monitor, address and/or escalate requests</li><li>• Monitor the flow of information, seek clarification and provide advice and responses</li></ul>

## Role dimensions

### Decision making

Decisions are made in accordance with the NESA and/or Directorate documented policies and procedures. This role exercises some autonomy within defined parameters of agreed scope of works and refers to the Head, Student Records for any decisions requiring significant variations to agreed outcomes.

### Reporting line

The Data Collection Officer reports to the Head, Student Records

## Essential requirements





Working With Children Check.

## 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
 Personal Attributes	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## 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> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Report and manage apparent conflicts of interest</li> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>