

# Role Description

## Service Planner

<b>Agency</b>	NSW Department of Education
<b>Division/Branch/Unit</b>	School Infrastructure NSW/Service Planning
<b>Location</b>	George St, Sydney
<b>Classification/Grade/Band</b>	Clerk Grade 7/8
<b>Kind of Employment</b>	Ongoing
<b>Role Number</b>	182250
<b>ANZSCO Code</b>	224999
<b>PCAT Code</b>	1221192
<b>Date of Approval</b>	13 July 2020
<b>Agency Website</b>	<a href="http://education.nsw.gov.au">education.nsw.gov.au</a> <a href="http://schoolinfrastructure.nsw.gov.au">schoolinfrastructure.nsw.gov.au</a>

### 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.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

### Primary purpose of the role

Assist the team of Service Planners to identify school infrastructure needs by researching and analysing relevant information to assist with the development of service need strategies and reports.

### Key accountabilities

- Prepare reports, briefings and analysis on a range of subjects relating to asset planning strategies that are factual, current and prepared in accordance with departmental and government policies.
- Proactively obtain population, socio-economic, planning and development information from external stakeholders and departmental officers to develop informed school infrastructure needs.
- Prepare timely and factual responses to correspondence and enquiries that consider the impact on the physical assets owned and operated by the department.
- Liaise with local councils, state agencies, local stakeholders and developers in relation to planning and development issues to add value to the planning process and to identify opportunities for resource sharing.
- Consult with, and provide information to, internal stakeholders in relation to cluster planning and master planning of new schools and school upgrades.

- Assist the team on larger projects by participating in meetings, liaising with internal and external stakeholders and conducting research as directed.

## Key challenges

- Accessing, analysing and reporting the most current information from multiple sources and databases within the department and from external sources.
- Providing quality support across multiple priorities, so that quality of work meets SINSW expectations.
- Responding in a timely and accurate way to unplanned requests and competing priorities.

## Key relationships

Who	Why
<b>Internal</b>	
Manager, Service Planning	<ul style="list-style-type: none"> <li>• Receive advice, guidance, instruction and performance feedback.</li> <li>• Provide sound advice and recommendations on key planning projects, issues and priorities.</li> </ul>
SINSW teams	<ul style="list-style-type: none"> <li>• Consult, seek and provide information in relation to schools planning, feasibility options and local school issues for new schools and school upgrades to ensure they meet school growth and pedagogical requirements.</li> </ul>
DoE staff, including those involved in school operations	<ul style="list-style-type: none"> <li>• Ensure school infrastructure needs are communicated and understood.</li> <li>• Develop and maintain effective working relationships and open channels of communication.</li> <li>• Consult, liaise, negotiate and collaborate on school infrastructure needs which contribute to overall performance.</li> </ul>
<b>External</b>	
Key external stakeholders, including: local councils; infrastructure agencies; and external contractors	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships and open channels of communication.</li> </ul>

## Role dimensions

### Decision making

This role acts independently in performing its core work functions and applies relevant knowledge, skills and professional judgement to achieve outcomes. In matters that are sensitive, high risk or business critical, the role consults with the supervisor or manager to agree on a suitable course of action.

### Reporting line

Manager, Service Planning

### Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements

- Tertiary qualifications in Urban and Regional Planning or a related discipline and/or equivalent professional experience.
- Knowledge of and commitment to the department's Aboriginal education policies.

## 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
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<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 help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Stay motivated when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept





## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team and unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate outcomes and adjust future plans accordingly</li> </ul>	Adept
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>Contribute to developing project documentation and resource estimates</li> <li>Contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate possible variances from project plans</li> </ul>	Intermediate

## 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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational