Role Description
Policy – Programs – Delivery Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Early Childhood Outcomes
Role number	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	July 2024
Agency Website	education.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Early Childhood Outcomes

The Early Childhood Outcomes (ECO) division is responsible for ensuring all children make a strong start in life and learning and make a successful transition to school. The division will transform early childhood education and care, child development and contribute to women's economic participation in NSW through improved access, affordability and quality of care and services.

Primary purpose of the role

The Policy – Programs – Delivery Officer coordinates and undertakes policy and project development, providing analysis, advice and contributing to the development of a range of projects to support the design and development of complex policy initiatives and reforms that support organisational objectives and Governments commitments.

Key accountabilities

- Undertake research and analysis, reviewing alternatives in relation to policy deliverables, to contribute to the policy process and to inform decision making.
- Provide a range of project management and support services, including preparation of discussion papers, briefs and submissions, to contribute to the development and delivery of policy initiatives.
- Prepare and review policy advice to ensure alignment with policy directions.

- Communicate with key stakeholders and coordinate working groups, committee meetings, and stakeholder consultations to support engagement as well as policy development and implementation.
- Undertake research and collate information for reporting, monitoring and evaluation purposes to contribute to the achievement of policy outcomes.

Key challenges

- Performing a range of policy development activities, given competing demands and priorities, and the need to adapt and assimilate information quickly to ensure policy outcomes are achieved.

Key relationships

Internal

Who	Why
Manager	• Participate in discussions and decisions regarding policy development. • Escalate issues and propose solutions. • Receive guidance and provide regular updates on key tasks, issues and priorities.
Policy and project teams	• Support team members and work collaboratively to contribute to achieving team outcomes. • Provide and receive feedback. • Participate in meetings, share information and provide input on issues.
Stakeholders	• Respond to enquiries. • Develop and maintain effective working relationships and open channels of communication. • Report and provide updates on project status.

External

Who	Why
Stakeholders	• Respond to enquiries. • Develop and maintain effective working relationships and open channels of communication. • Report and provide updates on project.

Role dimensions

Decision making

Acts independently in performing core work functions and applies specialised knowledge, skills and professional judgement in making decisions to achieve outcomes. Consults with the manager on sensitive and contentious matters to agree on a suitable course of action.

Reporting line

This role reports to a Manager

Direct reports

This role has no direct reports

Key knowledge and experience

- Knowledge of and commitment to implementing the department's [Aboriginal Education Policy](#) and upholding the department's [Partnership Agreement with the NSW AECG](#) and the [ECE First Steps Strategy](#) to ensure quality outcomes for Aboriginal people and support Aboriginal children and families in NSW.

Essential requirements

- Tertiary qualifications in a relevant discipline, or demonstrated equivalent knowledge and/or experience.
- A valid Working with Children Check for paid employment.
- Demonstrated understanding of and commitment to the value of public education.

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.
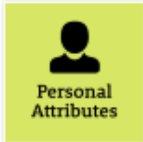
The capabilities are separated into focus capabilities and complementary capabilities.

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

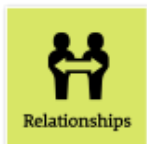| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	- Be flexible and adaptable and respond quickly when situations change - Offer own opinion and raise challenging issues - Listen when ideas are challenged and respond appropriately - Work through challenges - Remain calm and focused in challenging situations	Intermediate
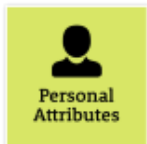
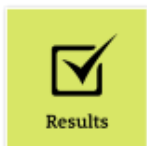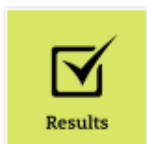|			
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate

|	Project Management	• Perform basic research and analysis to inform and support the achievement of project deliverables	Intermediate
	Understand and apply effective planning, coordination and control methods	• Contribute to developing project documentation and resource estimates	
		• Contribute to reviews of progress, outcomes and future improvements	
		• Identify and escalate possible variances from project plans	

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	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	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	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
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate

	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational