

Role Description

Senior Right to Access Officer

Agency	NSW Department of Education
Division/Branch/Unit	Operations Group/Legal Services/ Right to Access unit
Location	105 Phillip St, Parramatta
Classification/Grade/Band	Clerk grade 7/8
Kind of employment	Ongoing
Child Related Role	Yes
Role number	276701
ANZSCO Code	512111
PCAT Code	1127381
Date of Approval	September 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.

Legal Services

Legal Services supports schools, regional and state offices to navigate the law to put students at the centre of decision-making. We are a trusted and credible partner, delivering excellent service and promoting community confidence in public education. Our legal advice and expertise builds organisational capabilities so that every student, every teacher, every leader and every school can improve, every year. The Right to Access Unit is responsible for meeting the department's obligations under the *Government Information (Public Access) Act 2009* ('GIPA Act') and related legislation. The unit processes, decides and co-ordinates all information access applications received by the department.

Primary purpose of the role

The Senior Right to Access Officer makes and reviews decisions about access to information in accordance with the GIPA Act and supports the team to deliver quality customer service and meet departmental and statutory compliance, processing and reporting requirements.

Key accountabilities

- Manage and decide access applications under the GIPA Act and draft decisions for consideration by senior officers that are able to withstand rigorous external scrutiny to support the appropriate release of information.

- Assist with internal review applications and external reviews made to the Information Commissioners and the NSW Civil and Administrative Tribunal to effectively manage requests for information with transparency and accountability while protecting the department's interests.
- Provide general legal information and support as required across other areas of legal practice, including commercial and administrative law and general litigation, to support delivery of efficient and effective legal services to contribute to a cohesive and skilled team.
- Collaborate with the team about work allocation, customer service needs, legal developments, technology enhancements and continual process improvement to ensure high quality work is delivered and timeframes are met.
- Assist the manager with projects to inform departmental officers regarding the operation of the GIPA Act, *Freedom of Information Act 1982* (Commonwealth) and related legislation to build capacity and facilitate the provision of quality services and a culture of collaboration.
- Support the manager in coordinating the department's responses to NSW Legislative Council orders for the production of documents under its Standing Order 52 to facilitate rigorous compliance with requirements.

Key challenges

- Delivering quality decisions within strict statutory timeframes while maintaining excellent customer service in an environment of conflicting priorities and interests.
- Prioritising work and improving skills and knowledge with challenging workloads, competing demands and limited resources.
- Understanding the agency's business and structure and maintaining cooperative relationships to enhance the department's compliance with information access requirements.

Key relationships

Who	Why
Internal	
Manager Right to Access	<ul style="list-style-type: none"> • Receive assigned work and instructions, escalate sensitive issues • Clarify instructions and guidance, negotiate priorities • Report on progress against work plans and receive performance feedback
Work team	<ul style="list-style-type: none"> • Provide information, advice, support on operational work • Collaborate and maintain effective relationships
Legal Services colleagues	<ul style="list-style-type: none"> • Respond to requests for information or assistance and escalate sensitive issues • Provide and seek support and maintain effective relationships
Departmental officers and stakeholders	<ul style="list-style-type: none"> • Provide information, advice and support concerning access to information and develop ongoing relationships
External	
Customers (Applicants)	<ul style="list-style-type: none"> • Provide high quality service to customers including members of the public, media groups, external legal firms and Members of Parliament

Who	Why
Stakeholders	<ul style="list-style-type: none"> Liaise and consult with other government agencies and relevant authorities, including the Office of the Information and Privacy Commissioner, and participate in relevant professional network groups

Role dimensions

Decision making

This role makes decisions and acts independently in managing their work, provided the decisions accord with legislation and departmental policy and with the plans of the directorate. The role establishes daily work routines, consults with the manager and colleagues to clarify priorities or when sensitive issues arise, and exercises initiative and independent judgment in responding to enquiries related to requests for information.

Reporting line

Manager Right to Access

Direct reports

Nil

Budget/Expenditure

Nil

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 to ensure quality outcomes for Aboriginal people.

Essential requirements

- Legal qualifications for NSW, or tertiary qualifications in a related area, or other relevant legal experience highly desirable
- Demonstrated knowledge of and experience in applying information access legislation including the *Government Information (Public Access) Act 2009* and making decisions in response to requests for information.
- Working With Children Check clearance for paid employment as this is a child-related role.
- 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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Use facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements and be open to compromise Keep discussions focused on the key issues 	Intermediate
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards 	Intermediate



- 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

Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept





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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate

 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational