

Role Description

Operations Manager



Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	School Infrastructure/Transition and Alignment
Role number	279444
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	04 July 2025
Agency Website	education.nsw.gov.au schoolinfrastructure.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.

Primary purpose of the role

The Operations Manager is responsible for leading and managing operational activities to ensure the efficient delivery of equipment, materials, systems, and processes in alignment with organisational goals and compliance requirements. The role oversees workforce planning and resource allocation to meet service delivery standards and business priorities, manages the development of operational procedures and workflows, and ensures the delivery of technical specifications.

Key accountabilities

- Lead and manage operational activities to ensure efficient delivery of equipment, materials, systems, and processes in line with organisational objectives and compliance requirements.
- Oversee workforce planning and resource allocation to meet service delivery standards and align staff capabilities with business priorities.
- Develop, implement, and review operational procedures, workflows, and reporting mechanisms to drive quality outcomes and continuous improvement.



- Ensure technical specifications for equipment, materials, and services are delivered and maintained to meet organisational and industry standards.
- Monitor and report on operational performance, identifying risks and opportunities, and recommend actions to support effective decision making and resource management.
- Build and maintain strong relationships with stakeholders to support operational objectives, contract management, and the implementation of new initiatives.
- Promote a culture of compliance, safety, and accountability, ensuring adherence to relevant policies, procedures, and governance frameworks.
- Provide strategic advice and support to senior leaders, manage asset management teams and budgets, oversee minor capital works projects, and support staff development and succession planning.

Key challenges

- Leading complex consultations and negotiations, providing strategic advice and offering solutions, often within short timeframes, to ensure program delivery targets are met or exceeded.
- Maintaining current knowledge of trends and developments including legislation and changes to policy and funding initiatives.
- Providing leadership to delivery teams to ensure stakeholder needs are met, while effectively managing finite resources and time constraints.

Key relationships

Internal

Who	Why
Director, Cleaning Services	• Receive direction, advice, guidance, and performance feedback. • Report on progress towards business objectives and discuss future directions. • Provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions
Direct reports	• Coach, mentor, guide and support to build professional expertise and capabilities, achieve agreed priorities and deliver customer-focused outcomes. • Set performance expectations and manage performance and development. • Manage and oversee delivery of work assignments and priorities.
Work team	• Work collaboratively to support the team in achieving business outcomes. • Participate in meetings, share information and provide input on issues
Asset Management delivery teams	• Provide leadership and high-level customer service to meet delivery targets
Customers/Stakeholders, including School Principals and School Infrastructure managers	• Provide expert advice and high-level customer service on capital works and facilities management programs. • Consult, negotiate and collaborate to define mutual interests and determine strategies to achieve their resolution. • Optimise engagement to achieve defined outcomes. • Manage expectations and resolve issues.

External

Who	Why
Local government representatives; service providers; and facilities management contractors	• Develop and maintain effective working relationships to ensure the timely delivery of capital works, minor capital works and services.

Role dimensions

Decision making

In consultation with the relevant Director Cleaning Delivery, this role coordinates strategic asset programs delivered across the Asset Management area; makes decisions associated with timely program delivery; and provides leadership in relation to financial management.

Reporting line

Director Cleaning Delivery

Direct reports

4

Budget/Expenditure

Nil

Financial delegation – in accordance with the Department's policy as prescribed for a Clerk Grade 11/12.

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

- Relevant tertiary qualifications in management, business, operations, or a related field, and/or equivalent professional experience.
- Current and valid Working with Children Check Clearance -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.

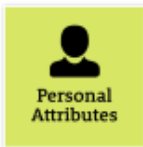
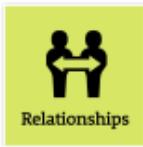
The capabilities are separated into focus capabilities and complementary capabilities

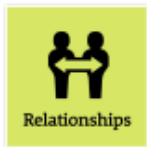
Focus capabilities

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	• Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
- Ensure systems are in place to capture customer service insights to improve services
- Initiate and develop partnerships with customers to define and evaluate service performance outcomes
- Promote and manage alliances within the organisation and across the public, private and community sectors
- Liaise with senior stakeholders on key issues and provide expert and influential advice
- Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
- Ensure that the organisation's systems, processes, policies and programs respond to customer needs

Advanced



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply the expertise of key individuals to achieve organisational outcomes
- Drive a culture of achievement and acknowledge input from others
- Determine how outcomes will be measured and guide others on evaluation methods
- Investigate and create opportunities to enhance the achievement of organisational objectives
- Make sure others understand that on-time and on-budget results are required and how overall success is defined
- Control business unit output to ensure government outcomes are achieved within budgets
- Progress organisational priorities and ensure that resources are acquired and used effectively

Advanced



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

- Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
- Understand the impacts of funding allocations on business planning and budgets
- Identify discrepancies or variances in financial and budget reports, and take corrective action
- Know when to seek specialist advice and support and establish the relevant relationships
- Make decisions and prepare business cases, paying due regard to financial considerations

Adept



Project Management

Understand and apply effective planning, coordination and control methods

- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Advanced



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks

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.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Advanced
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	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	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept



Manage Reform and
Change

Support, promote and champion change, and assist others to engage with change Intermediate
