Role Description
Attendance Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	327172
PCAT Code	5311111
Date of Approval	08 June 2017
Agency Website	www.dec.nsw.gov.au

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.

Primary purpose of the role

The Attendance officer provides student attendance to the school executives.

Key accountabilities

- Provide administrative services including filing, photocopying, and creating and compiling documents to support the effective operation of the school
- Respond to enquiries and routine requests for information, escalating enquiries as necessary, to ensure the provision of accurate information
- Collect and compile information to support the development of documentation and reports
- Update records and databases, complying with school processes, to ensure information is accurate, stored correctly and accessible

Key challenges

- Delivering accurate and consistent work within a school envirionment

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalates significant issues • Receive feedback regarding performance

Who	Why
Welfare Officer/Teacher	• Receive instructions / direction • Discuss and resolve issues that may impact on safety, scheduling or task completion
Students / staff / visitors	• Behave respectfully, courteously and helpful at all times

Role dimensions

Decision making

Undertakes routine tasks involving e-mail, applications and software. The role works under direct supervision individually, and occasionally as a member of a team. Will be required to identify and report issues to school principal or approved delegate

Reporting line

The Attendance officer reports to the school principal or an appointed delegate

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Valid Working With Children Check clearance

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

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**
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
	Communicate Effectively	**Foundational**
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Deliver Results	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	**Foundational**
	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**
Personal Attributes Manage Self	Foundational	• Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Foundational	• Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers	Foundational	• Display familiarity and confidence in the use of core office

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Technology		software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology