Role Description
Partnership Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance/Operational Directorites
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	224912
PCAT Code	1119192
Date of Approval	26 April 2016
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 Partnership Officer coordinates a broad range of school partnership services to support school communities in the development of approaches to improve social, emotional, health and educational outcomes for students.

Key accountabilities

- Assist in the development and implementation of support programs for students and communities
- Develop consultative mechanisms to promote understanding between the community and the Department
- Assist school communities to access support services by strengthening inter-agency collaboration and using available resources to enhance understanding on where and how to access support
- Facilitate community involvement in program implementation and other initiatives including student wellbeing
- Develop and deliver promotional material and events for the education sector policies and programs
- Assist with the development of the schools strategic marketing plan

Key challenges

- Servicing a diverse range of schools providing support to the schools/s and their communities
- Being sensitive to cultural differences and social complexities to ensure vulnerable students are safe and their wellbeing is considered
- Working with a wide range of key stakeholders, including government and non-government agencies

Key relationships

Who	Why
Internal	
Principal or Manager	• Seek guidance on performance expectations • Escalate matters outside of delegation
Departmental services	• Work in collaboration with departmental teams to develop appropriate school based supports
External	
Parents, community members, local government agencies	• Develop collaborative and productive working relationships to benefit students and communities

Role dimensions

Decision making

The role acts independently in performing the core work activities of the business unit, in accordance with relevant legislation, department policy, procedures and guidelines. Sound decision making is achieved by assessing business unit priorities and workload, and in consulting with the supervisor as required. In this context, the role:

- Establishes daily work routines in relation to the core functions of the role, consulting the supervisor where clarification of priorities is required
- Exercises independent judgement in responding to enquiries from customers. Complex enquiries or contentious issues are raised with the supervisor to determine a suitable response.
- Makes recommendations to the supervisor regarding improving customer service, administrative practice or business processes.

Reporting line

Principal or approved delegate

Direct reports

Nil

Budget/Expenditure

As per the departmental financial delegations

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**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**

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	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans