

Project Officer FACT – Identified

Department of Education

Employment Status: Ongoing full-time opportunity

Classification: Clerk Grade 7/8

Position number and location: 242439 – Parramatta (Hybrid working model)

Total remuneration package valued to: \$ 122,556 p.a. (salary \$99,431 to \$110,064 p.a.) including employer's contribution to superannuation and annual leave loading.

The **Project Officer Feedback and Complaints Team** – Identified sits within the Complaints Resolution Team. The key purpose of the role is to drive improvements in complaints handling for Aboriginal students, parents/carers, families and stakeholders. The role engages with Aboriginal and non-Aboriginal students, parents/carers, families and key stakeholders to inform to improve the Department's handling of complaints in order to lift satisfaction and contribute to better outcomes for students. The role analyses data and produces reports and briefings to identify complaint process issues. The role provides advice to key stakeholders on business processes and complaint handling practice and directs complaints for local resolution across the department's complaint handling processes. The role ensures complaint related information is effectively captured on the department's complaints system. The role works with members of the Feedback and Complaints Team to implement strategic initiatives and directions across the education cluster for improving the complaints handling practice, in line with the NSW Closing the Gap targets and implementation plan. The person in the role will need to demonstrate sound knowledge and understanding of issues affecting Aboriginal communities within the education system.

How to apply

To apply for this role, please submit an application online and attach a cover letter (max. 2 pages) and your resume (max. 5 pages) in either Word or PDF format. Please address any **pre-screening questions and any essential requirements**. We are looking for you to demonstrate your competence in the focus capabilities as outlined in the role description. Please develop your responses with this in mind.

Please note that it is a requirement that all candidates submit their applications online. No paper based, email based or late applications will be accepted.

This is a child-related position. If you are not currently employed in a child-related position in the Department of Education, you will be required to obtain a Working with Children Check (WWCC) Clearance number as a condition of employment (if you do not already have this). For more information, visit kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check. In addition, your employment may be subject to the Department's National Criminal Records Check to determine your suitability for employment.

Note: Aboriginality is a genuine occupational qualification and is authorised by Section 14 of the *Anti-Discrimination Act 1977*.

Applicants for this position must be of Aboriginal descent, identify as being Aboriginal and be accepted in the community as such. Applicants who have not previously identified for the purposes of employment with the Department are required to provide a Confirmation of Aboriginality from a recognised incorporated Aboriginal Community organisation endorsed with common seal and a certified statutory declaration as defined in the [NSW Department of Education Confirmation of Aboriginality Guidelines](#)

Essential Requirements:

- Refer to the role description on [I work for NSW website](#)

The selection process will include a range of assessment techniques to assist in determining your suitability for the role.

Closing Date: 17 October 2022

For role enquiries please contact Jennifer Martin on 0407 158 849.

To apply online please visit iworkfor.nsw.gov.au website and refer to the following keyword: **000095XE**