

Community Engagement Lead – Identified

Senior Complaints Resolution Officer – Identified

Department of Education

Employment Status: Ongoing full-time opportunity

Classification: Clerk Grade 9/10

Location: 35 hour week, located in Parramatta (Hybrid working model)

Total remuneration package: relative to experience, and ranges from \$113,343 pa to \$124,901 pa + super and leave loading.

The Student and Parent Experience directorate is recruiting 2x identified roles to support its intent to strengthen relationships with students, parents and carers and peak bodies such as AECG. Do you have experience in community and stakeholder engagement? Do you have problem solving skills? If so, we want to hear from you!

The **Community Engagement Lead** – Identified role sits within the Experience Strategy and Design Team. The Student and Parent Experience function leads the understanding of students, learners, parents and carers' needs and motivations, using these insights to foster collaboration to enhance the current experience, increase satisfaction and ultimately improve educational outcome. The Community Engagement Lead – Identified role leads the implementation of our community engagement strategy to ensure student and parents voices are at the centre of decision-making, and in particular those of Aboriginal communities.

The **Senior Complaints Resolution Officer** – Identified sits within the Complaints Resolution Team. The Senior Complaints Resolution Officer, Identified is responsible for providing expert advice on complaints from Aboriginal students and their families in order to ensure that a culturally appropriate approach is taken. The Officer will work closely with Aboriginal Education Officers, Aboriginal Community Liaison Officers and schools to engage with communities to lift their confidence in providing feedback or raising concerns and support the resolution of these. The Officer will work closely with other parts of the Student and Parent Experience Directorate on this engagement. The Officer will report to the Senior Manager Complaints Resolution and will prepare advice on cases that have been escalated to the department for review, examining all relevant information and evidence related to the initial complaint to assist in providing a determination on the outcome of the initial complaint. As part of the Complaints Resolution Team, this role will ensure that proper procedures are followed in the complaints handling process, data is maintained properly and will contribute to operational process improvement especially as it relates to supporting Aboriginal people, in line with the NSW Closing the Gap targets and implementation plan..

How to apply

When applying you will need to:

1. Submit a cover letter (maximum 2 pages) outlining how you meet the requirements and capabilities of this role
2. Attach an up-to-date resume (maximum of 5 pages)
3. Advise which position you wish to be considered for.

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:

- Please see the role description essential requirements and/or key knowledge and experience on
- 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 enquiries please contact Vince Blatch details at Vincent.blatch@det.nsw.edu.au or 0476 553 098.

To apply online please visit iworkfor.nsw.gov.au website and refer to the following keyword: [000096LU](#)