Role Description
Senior Human Resource Project Officer (Learning and Development)

Cluster	Department of Education
Division/Branch/Unit	Information Technology Directorate
Location	Australian Technology Park, Sydney
Classification/Grade/Band	Clerk Grade 9/10
Role Number	213447
ANZSCO Code	511112
PCAT Code	3119192
Date of Approval	March 2019
Agency website	www.dec.nsw.gov.au

Overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The Senior Human Resource Project Officer (Learning and Development) manages and coordinates the development, implementation and evaluation of complex and diverse leadership development and training projects to achieve learning and development outcomes and support the achievement of organisational objectives.

Key accountabilities

- Manage and coordinate all aspects of implementation of key programs and initiatives such as the ITD Training Strategy, Leadership Development Program, ITD Induction Program, and Management Development Program. Source and manage training providers, program logistics, and participant care
- Analyse and identify capability gaps and needs and performance improvement opportunities across all teams.
- Coordinate the development, delivery and evaluation and reporting of staff learning and development programs, including mandatory training, and the implementation of an annual corporate training plan and budget.
- Coordinate the implementation of the Performance Development Planning process in ITD and monitor and report on the compliance of Performance Development Plan participation across ITD and communicate to staff and managers to encourage full participation
- Liaise with training providers to ensure correct setup and equipment requirements are provided and provide administrative and logistical support for learning and development activities
- Develop and deliver training to internal staff. Maintain accurate training records and related policy/procedure documents and collateral.
- Provide a consultancy service to managers and staff on learning and development, develop and provide resources, and assist managers to source appropriate branch specific training.
- Liaise with managers and interview employees at all levels to identify and assess training and development needs that respond to identified needs, training gaps and new business initiatives

Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests
- Developing and maintaining relationships across ITD to understand developmental needs and evaluate the effectiveness of training programs
- Keeping up-to-date with changes and developments in learning planning and development, and performance development

Key relationships

Who	Why
Internal	
Manager, Workforce Planning	• Receive guidance and provide regular updates on key projects, issues and priorities • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions • Receive instructions
ITD executives, managers & staff	• Provide expert advice on project related issues • Report and provide updates on project progress • Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation
ITD HR team members	• Consultation and liaison on human resources principles, policies and practices and working collegiately to ensure delivery of professional and valued services.
External	
Stakeholders	• Provide expert advice on project related matters • Report and provide updates on project progress • Engage and consult in the resolution of project issues
Vendors/Service Providers and Consultants	• Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements • Consult, provide and obtain information, negotiate required outcomes and timeframes • Resolve and provide solutions to issues
Other DoE directorates such as Human Resources, Employee Performance and Conduct, Industrial Relations and Health and Safety	• Obtain information and advice

Role dimensions

Decision making

The role:

- Operates with autonomy and acts independently on a day to day basis to manage allocated activities within the agreed work program
- Works within a framework of sector and department priorities, policies, legislative and regulatory frameworks, delegations and resource parameters
- Determines the content of draft correspondence, briefings, and related documents
- Consults with the supervisor on significant issues or conflicts arising during work performed
- Refers to the supervisor all matters which require a higher delegated authority such as approval/sign-off of briefings and papers for matters requiring submission to the Executive

Reporting line

Manager, Workforce Planning

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Knowledge of and commitment to the Department's Aboriginal education policies.
- Relevant tertiary qualifications or experience in a complex organisation in one or more of the following areas; adult learning and development, organisational development; human resource management

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	**Adept**
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
	Communicate Effectively	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	**Adept**

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	**Advanced**

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 Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals