



# Role Description

## Flexible Learning Solutions Coordinator

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Education and Training Command, Learning Systems and Support
Location	Various
Classification/Grade/Band	Clerk 7/8
ANZSCO Code	531111
PCAT Code	1119192
NSWPF Role Number	
Date of Approval	01/11/2018
Agency Website	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>

### Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

### Primary purpose of the role

The Flexible Learning Solutions Coordinator provides instructional design and development support to the Learning Production Unit who design, develop and deliver technology-based learning products to enhance the operational capability of all NSW Police Force employees.

### Key accountabilities

- Coordinate the activities of flexible learning solutions by developing creative solutions or interactive learning.

- Maintain and support the eLearning, virtual learning and digital media portfolios within the Learning Systems and Support Command to provide high quality educational materials.
- Contribute to the NSW Police Force learning and development resources repository.
- Contribute to the instructional design and development (excluding production) of learning and development products accredited to the NSW Police Force Learning and Development portfolio to ensure products are developed in line with branding and quality frameworks.
- Administer and contribute to the Learning and Development team web pages ensuring content is valid, relevant and appropriately branded.
- Implement total quality management in all aspects of the work in line the expectations of the manager, Learning Production.

## Key challenges

- Deal with a diverse range of tasks requiring advice and technical expertise using appropriate systems, programs and resources.
- Drive continuous improvement in the quality of both practice and products.
- Drive innovative leadership practice

## Key relationships

Who	Why
<b>Internal*</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> <li>• Provide regular updates on key tasks, issues and priorities</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Manage own performance</li> <li>• Participate in work reviews and improvement initiatives</li> <li>• Participate in continuous professional development</li> <li>• Collaborate with team perspective and share information and knowledge</li> </ul>
Customers/stakeholders	<ul style="list-style-type: none"> <li>• Provide learning and development advice and support</li> <li>• Seek assistance, information and support</li> </ul>
<b>External</b>	
Industry experts and organisations	<ul style="list-style-type: none"> <li>• Seek information, advice and guidance</li> </ul>
Training providers	<ul style="list-style-type: none"> <li>• Source goods and services</li> </ul>

## Role dimensions

### Decision making

The role has autonomy to make decisions regarding time management and the priority of tasks within required timeframes and discretion can be exercised by the individual in approaching the various tasks to be performed.

### Reporting line

- Inspector – Manager, Learning Production Unit

## Direct reports

- Nil

## Budget/Expenditure

- Nil

## Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Demonstrated experience in instructional design, development and web deployment and virtual learning.
- Demonstrated experience in role-based instructional design, the development of competency based online training, and the production of SCORM compliant packages, or deployment into various learner management systems.
- Demonstrated understanding of educational technology used in instructional design and online learning development tools.
- Knowledge of the Australian Core Skills Framework, the Australian Qualifications Framework, and the Standards for Registered Training Organisations (RTOs) 2015
- Demonstrated experience in Adobe Aptitude, Microsoft Office suite LMS, and be able to adapt to other learning development tools for rapid learning deployment.



## 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](http://www.psc.nsw.gov.au/capabilityframework)


This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 <b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	<b>Skills and Quality-Skill Management-Learning Design and Development</b>	<b>Level 5 - TMCR</b>
	<b>Skills and Quality-Skill Management-Learning Delivery</b>	<b>Level 4 - ETDL</b>

## 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
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate achievements and adjust future plans accordingly</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>Understand, act on and monitor compliance with information and communications security and use policies</li> <li>Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>

## Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
<b>Skills and Quality, Skills Management</b>	<b>Level 5 – TMCR</b>	<b>Learning Design and Development</b> – Specifies the content and structure of learning and development materials. Takes responsibility for design, creation, packaging and maintenance and manages development to deliver agreed outcomes. Where required, designs, configures and tests learning environments, including population of simulated databases, and replication of external systems, interfaces, and assessment systems. Secures external accreditations as appropriate.
<b>Skills and Quality, Skills Management</b>	<b>Level 4 – ETDL</b>	<b>Learning Delivery</b> – Prepares or customises and delivers learning activities to a variety of audiences.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
---------------------------	----------------	-----------------------------

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	01.11.2018