

Role Description

Manager Trainer and Assessor Development



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Operational Capability & Training
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	111211
Role Number	52017984
PCAT Code	2221191
Date of Approval	October 2021
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities. While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state.

This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Manager Trainer and Assessor Development maintains and ensures industry currency for all volunteer Trainers and Assessors, establishing a baseline matrix, maintaining current vocational education, and ensuring Registered Training Organisation (RTO) compliance for staff and volunteers.

Key accountabilities

- Lead the development, implementation and management of a Trainer/Assessor development strategy, training pathway, and supporting frameworks to strengthen trainer and assessor capacity and capabilities servicing all units.

- Lead and manage the provision of expert advice to Trainers and Assessors, designing and maintaining documentation for systems, processes and support to enable quality training facilitation and delivery outcomes as an RTO and legislated emergency service.
- Collaborate with key stakeholders to develop strategies to enhance Trainers and Assessors skills, confidence and compliance .
- Lead, manage and plan data collection, validation and reporting for key strategic initiatives for training in the Operational Capability and Training Directorate.
- Communication and engagement planning and implementation with Trainers and Assessors to establish and maintain training and currency plans including forums, consultation and feedback processes.
- Design, implement and lead a Trainer and Assessor Development Program including mentoring and supervision plans, peer reviews, pathways and recognition, recruitment and retention.
- Development of internal structure and processes to support Trainers and Assessors including best practice delivery and assessment and policies and guidelines.
- Promote multi agency collaboration to share knowledge, where appropriate.
- Lead the provision of expert advice to Senior Manager Training Delivery and Director Operational Capability and Training on development strategies and collaborate on modifications as needed to continue to build organisational capability in training and assessment.

Key challenges

- Promote the role of Trainers and Assessors ensuring they are well recognised within the agency to support knowledge and understanding on who/how to get involved as an Instructor, Trainer or Assessor
- Ensuring a sufficient and appropriate number of Trainers and Assessors are trained/current and active to meet SES needs across all training requirements including identifying future trainers and assessors to allow sustainable training and assessment delivery
- Sufficient support for Trainer and Assessor training/development/currency activities and pathways are well resourced with fit for purpose policies/procedures/guidelines and tools to meet the needs of a geographically dispersed volunteer workforce.

Key relationships

Who	Why
Internal	
Senior Manager Training Delivery	<ul style="list-style-type: none"> • Provide updates, advice, information and recommendations on expert advice for Trainers and Assessors programs, documentation, systems, processes and support. • Seek guidance and escalate matters where necessary
Director Operational Capability and Training	<ul style="list-style-type: none"> • Provide updates, advice, information and recommendations on training and assessment, to continue to build organisational capability, and support strategic initiatives.
Senior Program Manager Training Improvement Program	<ul style="list-style-type: none"> • Provide updates, advice, information and recommendations on expert advice for Trainers and Assessors programs, documentation, systems, processes and support. • Seek guidance and escalate matters where necessary
Training Delivery Staff	<ul style="list-style-type: none"> • Maintain strong and effective working relationships to ensure collaboration and performance outcomes are achieved. • Manage, mentor and coach and determine day-to-day work priorities.
Senior Executives and Managers	<ul style="list-style-type: none"> • Provide advice and information on policy, process, legislation and instruments
Trainers and Assessors	<ul style="list-style-type: none"> • Provide advice and support on training and assessment, policy, processes, systems and improvements • Manage and maintain effective working relationships to ensure agency outcomes are achieved
External	
Other Government Agencies	<ul style="list-style-type: none"> • Consultation, negotiations and information sharing on training and assessment • Promote multi-agency collaboration to share knowledge where appropriate
RTO Compliance	<ul style="list-style-type: none"> • Obtain advice regarding Australian RTO requirements in the Standards for RTOs, 2015 (the Standards) to ensure compliance •
Associations, member representatives including union officials, contractors/consultants, suppliers and other external stakeholders	<ul style="list-style-type: none"> • Represent NSW SES, develop constructive relationships and partnerships, exchange information, consult, collaborate and negotiate to optimise outcomes

Role dimensions

Decision making

The Manager Training and Assessment Development routinely makes decisions based on research, best practice and government requirements that define or substantially impact Operational Capability and Training services. The role makes decisions concerning routine team/branch organisational planning and related matters within the relevant policy and organisational frameworks. Where matters will have significant implications across the organisation, the manager may recommend courses of action to executive and/or management level members, or advise of implications in various options being considered.

The role will seek advice about matters outside the scope of normal activities or that might attract significant criticism or concern.

Reporting line

This role reports directly to the Senior Manager Training Delivery

Direct reports

This role has 6 direct reports:

Zone Training & Delivery Officers

Budget/Expenditure

Salary: TBC

Essential requirements

- TAE40116 Certificate IV in Training and Assessment (or equivalent), or higher-level qualification in Adult Education is preferred.
- Extensive experience in leading and managing teams, developing strategies and plans, ideally in a training and assessment (VET) environment and involving volunteers
- Knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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

This role utilises an occupation specific capability set.

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	Intermediate
	Manage Self	Adept
	Value Diversity & Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Manage Self	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation
Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences
Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration Build cooperation and overcome barriers to information sharing and communication across teams and units Share lessons learned across teams and units Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial 'win-win' outcomes Show sensitivity and understanding in resolving acute and complex conflicts and differences Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Anticipate and minimise conflict within the organisation and with external stakeholders
Deliver Results	Advanced	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively
Plan and Prioritise	Adept	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate outcomes and adjust future plans accordingly
Project Management	Adept	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects
Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Monitor and report on team performance in line with established performance development frameworks