

Role Description

Training Coordinator - Identified

Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Education & Skills Reform / Training Services NSW / Regional Operations
Role number	215376
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	16 May 2024
Agency Website	www.det.nsw.edu.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

About Training Services NSW

Training Services NSW leads and manages the implementation of funded vocational education and training programs and services across the NSW training market including contracting and funding providers, quality assurance, leading reforms and administering apprenticeships and traineeships and Aboriginal programs.

The branch also has a major role in industry and community relations and in supporting the business operations and systems, including forecasting, budget management, accounting and reporting activities for the large VET budget.

The branch has frontline staff in 9 Regional Centres who manage relationships with providers and employers and implement and administer funded vocational education and training programs and services across the State.

Primary purpose of the role

Supports the delivery of integrated support services for apprentices, trainees and their employers, fosters engagement with stakeholders and promotes and markets vocational education training and employment programs and services across the regional area.

Engage with Aboriginal and non-Aboriginal communities, to inform of opportunities provided by TSNSW, including Aboriginal Programs and local training and employment opportunities.

Key accountabilities

- Support students, employers, training organisations and other customers to access relevant and effective vocational education and training and employment programs.
- Provide advice and support to employers and apprentices and trainees to increase training and employment participation and completion rates.
- Undertake monitoring of regulatory and contractual compliance of employers, students and Registered Training Organisations to ensure high quality training is being delivered.
- Oversee the administration of programs and projects to ensure their effective delivery and timely and accurate reporting
- Participate in the Training Services NSW' Regional Centre management team to provide input from an operational perspective.
- Plan, program and coordinate activities for Regional Centre staff to ensure compliance with regulations, delegations and contractual arrangements and to ensure quality service delivery.
- Prepare correspondence, briefings and reports to support the effective operations of the Regional Centre.
- Provide support to employers and Aboriginal learners through Department Initiatives
- Provide culturally appropriate support to employers and Aboriginal learners for cultural and sensitive issues

Key challenges

- Maintaining up to date knowledge of vocational education and training in a constantly changing environment
- Establish and maintain effective relationships with diverse stakeholders to support an increase in the participation and retention of people in vocational education and training.
- Ensure that programs and services meet the needs of Aboriginal communities and students

Key relationships

Internal

Who	Why
Senior staff in Training Services NSW and senior managers across the Department	<ul style="list-style-type: none">• Support effective working relationships to foster collaboration, consultation and engagement for the delivery of integrated support service for apprentices, trainees and their employers.

External

Who	Why
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Stakeholders including apprentices, trainees, other students and their employers, training organisations and industry

- Support effective working relationships to foster collaboration, consultation and engagement for the delivery of integrated support service for apprentices, trainees and their employers.
 - Provide accurate and timely information and advice.
 - Consult and collaborate on issues relevant to development and delivery of initiatives and programs.
 - Seek opportunities to build and enhance relationships
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Role dimensions

Decision making

The role:

- Act independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes.
- Consults with Manager on matters that are sensitive and contentious to agree on a suitable way forward.

Reporting line

Regional Manager

Direct reports

Up to 4 direct reports

Budget/Expenditure

TBA

Essential requirements

- Aboriginality is an essential requirement for this role. The role has been identified as an Aboriginal role in accordance with the provisions of Section 14 of the Anti-Discrimination Act 1977.
- A Working with Children Check is an essential requirement for this role. The role has been identified as requiring a check in keeping with the Child Protection (Working with Children) Act 2012.
- Current driver's licence and a willingness to travel
- Demonstrated understanding of and commitment to the value of public education

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<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 	Adept
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Assess work outcomes and identify and share learnings to inform future actions
- Ensure that own actions and those of others are focused on achieving organisational outcomes
- Exercise delegations responsibly
- Understand and apply high standards of financial probity with public monies and other resources
- Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
- Conduct and report on quality control audits
- Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks

Adept



Project Management

Understand and apply effective planning, coordination and control methods

- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans

Intermediate



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others







- 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
- Monitor and report on team performance in line with established performance development frameworks








Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept