

Role Description

Capability Development Specialist



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| Cluster | Transport for NSW |
| Agency | Sydney Trains |
| Division/Branch/Unit | Customer Service |
| Location | Burwood |
| Classification/Grade/Band | RC7 |
| Senior Executive Work Level Standards | <<Enter>> |
| Kind of Employment | Permanent Full-Time/Salaried |
| Role Number | <<Enter>> |
| ANZSCO Code | <<Enter>> |
| PCAT Code | <<Enter>> |
| Job Code | <<Enter>> |
| Health Assessment Category | Non Rail Safety Worker |
| Vision | N/A - Cat 4 Only |
| Hearing | N/A - Cat 4 Only |
| Date of Approval | <<Enter>> |
| Agency Website | www.transport.nsw.gov.au |

Agency overview

Sydney Trains has c10000 staff and was established in July 2013. Its vision is to Keep Sydney Moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective service.

Sydney Trains has a 'make it happen' culture where each individual accepts both a personal and shared responsibility for being innovative, for making a difference and for developing organisational capability.

Joining Sydney Trains presents an exciting opportunity to shape the future of rail services in Sydney and make a genuine difference for the people of NSW by providing the rail system they deserve.

Primary purpose of the role

Manage learning and capability projects and initiatives from concept to delivery which holistically enhance the capability of the Customer Service Directorate (CSD) and provide clear learning and career pathways for CSD employees. Maintain these initiatives and pathways through delivery within a Business as Usual (BAU) capacity ensuring ongoing continuous improvement.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Design creative learning initiatives, programs and pathways which enhance the capability of Customer Service Directorate (CSD) staff and drive clear learning and career pathways in line with the CSD Strategy
- Work in partnership with Customer Area Managers (CAM's) to ensure development initiatives are relevant and will add value to the staff within their Customer Area's and maintain frequent and effective communication with stakeholders to ensure objectives of learning solution and intended outcomes are tracked towards achievement
- Manage and maintain BAU learning and compliance curriculum and solutions including face to face, online, leader led tools, reference guides, self-driven learning to provide industry best practice learning design, assessment, evaluation and accreditation (where relevant) with a continuous improvement focus
- Manage facilitation of key learning and development programs, events and forums to CSD employees (e.g. CSD Leadership Program) as part of an annual training calendar
- Manage and lead Learning and Development (L&D) projects from concept to implementation (end to end) including design timelines, deliverables to plan, consultation with Subject Matter Experts (SME's) and collaboration with key business units and functions across Sydney Trains and Transport for NSW
- Design learning which works within the principles of 'push' and 'pull' and provide clear opportunities for embedment of learning in real world practical ways to maximise transfer of knowledge to the job and improve learning efficiencies
- Gather, review and utilise core metrics and data e.g. Customer Experience Management (CXM) customer data, to drive ongoing improvements in training and development content with the aim of building capability and improving the customer experience on an ongoing basis.

Key challenges

- Maintaining adequate and sustainable project momentum in an environment of conflicting and changing business demands and priorities
- Providing effective and sustainable change management solutions to ensure initiatives stick, are embedded and are successfully driven within a 'business as usual' rhythm.

Key relationships

| Who | Why |
|--------------------------------|---|
| Internal | |
| Manager Capability Development | <ul style="list-style-type: none">• For performance reporting, advice, priority setting |
| Customer Area Managers | <ul style="list-style-type: none">• For insight into the needs of the business, development of frontline staff and key operational considerations |
| Station Duty Managers | <ul style="list-style-type: none">• For insight into the needs of the business and key operational considerations |
| Customer Service Attendants | <ul style="list-style-type: none">• For key operational considerations |
| Capability Development Leads | <ul style="list-style-type: none">• For information relating to the current learning and competence environment, challenges and opportunities |
| Rostering Manager | <ul style="list-style-type: none">• Rostering for training and development initiatives |
| Business SME's | <ul style="list-style-type: none">• Input into key deliverables from design to delivery |

| Who | Why |
|----------------------------|---|
| External | |
| Organisational Development | <ul style="list-style-type: none"> Design collaboration, governance and execution of solutions |
| Lead HR Business Partner | <ul style="list-style-type: none"> Design collaboration, governance and execution of solutions |

Role dimensions

Decision Making

The position is fully accountable for the formulation of advice and coordination across all operational objectives.

Independent decision making requirements of the position include:

- Strategic decision making is undertaken in collaboration with the Manager Capability Development including analysis and recommendation of solutions to improve the level of capability across CSD.

Reporting line

Manager Capability Development

Direct Reports

Nil

Budget/Expenditure

Nil

Essential Requirements

- Extensive experience and knowledge in best practice learning and development principles including instructional design, facilitation and program management across a large workforce of 1500+ people
- Workplace Training and Assessment competency.





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 |
|--|-------------------------------------|-----------------|
|  Personal Attributes | Display Resilience and Courage | Intermediate |
| | Act with Integrity | Adept |
| | Manage Self | Adept |
| | Value Diversity | Intermediate |
|  Relationships | Communicate Effectively | Adept |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Advanced |
|  Results | Deliver Results | Adept |
| | Plan and Prioritise | Adept |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Adept |
|  Business Enablers | Finance | Intermediate |
| | Technology | Intermediate |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Advanced |
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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 | | |
| Manage Self | Adept | <ul style="list-style-type: none"> 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 a high level of personal motivation |

Relationships

Communicate Effectively

Adept

- Tailor communication to the audience
- Clearly explain complex concepts and arguments to individuals and groups
- Monitor own and others' non-verbal cues and adapt where necessary
- Create opportunities for others to be heard
- Actively listen to others and clarify own understanding
- Write fluently in a range of styles and formats

Relationships

Work Collaboratively

Adept

- Encourage a culture of recognising the value of collaboration
- Build co-operation and overcome barriers to information sharing and communication across teams/units
- Share lessons learned across teams/units
- Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work

Relationships

Influence and Negotiate

Advanced

- 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
- 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
- Pre-empt and minimise conflict within the organisation and with external stakeholders

Results

Plan and Prioritise

Adept

- Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team/unit goals, strategies and plans
- Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate achievements and adjust future plans accordingly

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 options
- 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 communication 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
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