

Role Description

L&D Consultant

Cluster	Transport for NSW
Agency	Transport for NSW
Division/Branch/Unit	People & Culture / Learning & Development
Location	Petersham NSW
Classification/Grade/Band	TSSM
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
Kind of Employment	Temporary
Position Number	51022582
ANZSCO Code	139999
PCAT Code	2121192
Date of Approval	August 2020
Agency Website	www.transport.nsw.gov.au

Agency overview

Transport for NSW is the centre piece of a reshaped transport cluster. It is responsible for setting the strategic direction and guiding an extended network of public and private service delivery agencies to deliver improved transport outcomes.

Primary purpose of the role

The Learning and Development is responsible for defining scopes and managing the end to end design, delivery and ongoing maintenance of offerings (inclusive of capability development programs, tool and initiatives) in collaboration with the Agency Business partners. The position focuses on end to end management of new and existing offerings in the areas of leadership, change, workforce engagement, diversity & inclusion, innovation and other OD capabilities, as required, across the Transport Cluster.

Key accountabilities

- Partner with HR, OD Business Partners and businesses to provide advice, consult, design and deliver holistic offerings (including capability development programs) in one or more of the following areas; leadership, change, workforce engagement, diversity & inclusion, innovation.
- Provide strong and focused guidance in building leadership and corporate offerings to enable Agencies to deliver on their outcomes.
- Drive processes and practices that enable understanding and prioritising of leadership and corporate offerings required for Agencies to deliver services to customers.
- Conduct regular reviews to ensure offerings in the area of leadership, change, workforce engagement, diversity & inclusion and innovation are delivered and adhere to requirements of the Cluster.

- Facilitate the continuous improvement of offerings across the Cluster by the sharing of best practice and insights to ensure that the Cluster takes advantage of developments in the field.
- Lead resources in a professional manner to function cohesively as part of the broader OD team and effectively collaborate with other business units to ensure an outcome and values led approach.
- Develop and manage project plans, budgets and risk management plans consistent with the Transport Charter, the Divisional Plan and the OD Delivery Plan. Review and improve business systems and processes, and report monthly on activities, performance, trends and issues against plans and budgets.

Key challenges

- Working in a complex and changing environment while ensuring that all requirements are captured and consistently translated into high quality OD solutions.
- Managing the strategy and requirements for a diverse range of complex offerings with varying requirements within tight timeframes across a diverse organisation.
- Maintaining a high level of currency in relevant specific discipline fields
- Leveraging digital technology when developing solutions.
- Managing stakeholder expectations and competing priorities across the Cluster while making fair and balanced decisions in the context of resource availability and in the best interests of the entire organisation.

Key relationships

Who	Why
Internal	
Senior Leadership (Organisational Development)	<ul style="list-style-type: none"> • Provide regular updates on leadership and corporate programs issues and priorities • Participate in meetings to represent work group perspective and share information
Senior Leadership (Transport Cluster)	<ul style="list-style-type: none"> • Provide regular updates on leadership and corporate programs issues and priorities • Participate in meetings to represent work group perspective and share information • Seek feedback on current programs and future capability development priorities
Business	<ul style="list-style-type: none"> • Seek feedback on needs for cluster wide programs • Provide advice on benchmarks nationally and internationally • Share regular updates on programs
Organisational Development Business Partners	<ul style="list-style-type: none"> • Seek feedback on needs • Share regular updates on leadership and corporate engagement programs issues and priorities
Work team	<ul style="list-style-type: none"> • Participate in meetings to represent work group perspective and share information • Participate in discussions and decisions regarding implementation of innovation and best practice • Share learnings regarding leadership and corporate programs

Who	Why
External	
External forums/Consultants	<ul style="list-style-type: none"> Seek market benchmarks and best practice

Role dimensions

Decision making

As per delegations of the role.

Reporting line

This role reports to the Director of Learning Design and Quality.

Direct reports

The role has no direct reports.

Budget/Expenditure

The budget/expenditure allocation for this role will be confirmed.

Essential requirements

- Tertiary qualifications in a relevant field or relevant equivalent experience.
- Knowledge and understanding in designing and developing accredited training packages aligned to ASQA Standards for Training Packages
- Demonstrated expertise in the delivery of end to end program management in one or more of the following areas leadership, change, workforce engagement, diversity & inclusion innovation and other OD capabilities as required.
- Extensive experience in developing leadership and corporate program requirements in a complex environment
- Previous experience (5 years) working within a Registered Training Organisation (RTO) or similar/equivalent corporate Learning and Development Function
- Knowledge and understanding of the application of state (Smart and Skilled) and Federal Training contracts and guidelines





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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Advanced
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Adept

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 Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others 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 output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
		<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects