

Role Description

Assistant Training Advisor



Education

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Skills and Higher Education / Training Services NSW / Regional Operations
Location	Various Metropolitan and Regional Centres
Classification/Grade/Band	Clerk Grade 3/4
Role Number	215381
ANZSCO Code	132411
PCAT Code	1119192
Date of Approval	April 2020
Agency Website	www.det.nsw.edu.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

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

Provides information to customers and members of the public on apprenticeships, traineeships and vocational education and training programs, and services and provides clerical and administrative support to the Regional Centre.

Key accountabilities

- Respond effectively and efficiently to counter, telephone and email enquiries regarding apprenticeship support services and vocational education and training programs and services to provide quality service to customers.
- Provide a full range of administrative and clerical support services including the operation of office equipment, formulating spreadsheets and word processing to support the effective operations of the Regional Centre.
- Input and extract data of a confidential nature to contribute to timely responses for information.

- Provide support in the administration of training programs, projects and associated payments to support the effective operations of the Regional Centre.
- Provide advice on the Skills Recognition process, *Apprenticeship and Traineeship Act (2001)* and Australian Apprenticeships Support Services including training options, *Fair Work Australia* provisions and user choice options to respond to customer enquiries.
- Compile statistics to support the preparation of briefings and reports.
- Prepare reports and returns and prepare correspondence and briefings to support the effective operations of the Regional Centre.

Key challenges

- Exercising sound judgement to ensure that competing work priorities are met within agreed and often demanding timeframes.
- Responding to enquiries from a broad range of customers in a timely and effective manner.
- Responding positively to changes in a complex operating environment.

Key relationships

Who	Why
Internal	
Senior staff in Training Services NSW and other staff across the Department	<ul style="list-style-type: none"> • Assist in the maintenance of effective working relationships to foster collaboration, consultation and engagement on Training Service NSW programs and services.
External	
Employers, students, industry and the community	<ul style="list-style-type: none"> • Provide a high level of service when dealing with customers.

Role dimensions

Decision making

Makes decisions and acts independently in relation to routine administrative and clerical duties provided the decisions are in accordance with legislation, department policy and with the plans and priorities of Training Services NSW. In this context the role:

- establishes daily work routines in relation to the core functions of the role
- completes tasks in consultation with other staff, as appropriate, and in accordance with the priorities determined by the supervisor
- exercises independent judgment in responding to general enquiries and / or referring complex or contentious issues to the supervisor or other senior staff
- consults with the supervisor where clarification of priorities is required or sensitive or contentious issues arise
- makes recommendations to the supervisor regarding improvements to the administrative support functions.

Reporting line

Training Coordinator

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





- 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 drivers licence and a willingness to travel

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. Further information about the NSW Capability Framework can be found at <http://www.psc.nsw.gov.au/Sector-Support/Capability-Framework>.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Intermediate	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others health and safety Escalate issues when these are identified
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies