Role Description
Learning Experience Officer

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	People and Capability Command
Location	Various
Classification/Grade/Band	Clerk 3/4
ANZSCO Code	249111
PCAT Code	1124392
NSWPF Role Number	RD 606
Date of Approval	12/03/2019
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 17,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Learning Experience Officer provides learning support, advice and coordination in line with People and Capability Command core business to meet the diverse learning needs of NSWPF.

Key accountabilities

- Provide a range of administrative and support services to the Command including records management, correspondence, and coordination to support effective operation of the business unit.
- Build relationships with learners within and external to the NSW Police Force to establish meaningful engagement in learning activities, promote knowledge sharing and support excellence in education.
- Continuously evolve relationships with internal and external stakeholders to consult, influence and negotiate on learning solutions to enable high quality implementation of education and training.
- Assist our stakeholders to rethink their approach to, and culture of, learning and guide them using innovative adaptable learning solutions.
- Use the learning management system to flexibly adapt and administer education opportunities including records management, reporting, user experience, future planning and ensure smooth business flow through education and training.
- Update and maintain learner records, databases and systems to reflect Command processes and procedures for learner support.

Key challenges

- Work in a high-demand environment, contributing to the growth of the Command delivering high quality service and products.
- Ensuring record management complies with external standards that are set by key regulatory bodies to maintain a Registered Training Organisation.
- Ability to build high quality collaborative relationships with a range of stakeholders and NSWPF staff to optimise learning.

Key relationships

Who	Why
Internal*	
Manager	• Receive instruction and provide regular updates on projects, escalate issues, undertake quality assurance and ensure targets are met.
Work Team	• Information exchange on projects. • Support the team and communicate effectively to enable the team to work collaboratively to contribute to the delivery of business outcomes.
NSWPF staff	• Provide learning advice and support • Resolve issues in the learning management system, provide advice and support, escalate issues or redirect where necessary.
External	
Government agencies	• Information exchange and consultation
Clients	• Information exchange and support

Role dimensions

Decision making

The Learning Experience Officer is responsible for proactively supporting NSWPF learners and clients and is guided by work practices, procedures, business processes and protocols in discussion with the Manager.

Reporting line

This role, depending on the Command may report to the following:
- Commander – Superintendent
- Manager – Inspector
- Learning Management System Specialist – Clerk 9/10
- Flexible Learning Solutions Coordinator – Clerk 7/8
- Program Coordinator / Project Officer - Sergeant

Direct reports

- Nil

Budget/Expenditure

- Nil

Key knowledge and experience

- Demonstrated and recent experience in providing high level customer service.
- Demonstrated and recent experience and proficiency in the use of web based technology and/or software applications

Essential requirements

- Obtain and maintain the requisite security clearances for this position.

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**
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	05.12.2018
V1.1	Transferred to new template; change to Command name, minor word changes in Key Accountabilites;Reporting line updates; add in Key Knowledge & Experience and mnor changes to capabilites.	11.08.2022

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50004542	PCC	50004698	PCC	50120351	PCC	50611244	PCC
50609437	PCC	51274867	PCC				