

Role Description

Manager, Apprenticeships and Traineeships



Education

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Skills and Higher Education / Training Services NSW / Training Market Operations
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 11/12
Kind of Employment	Ongoing
Role Number	215336
ANZSCO Code	139999
PCAT Code	1119192
Date of Approval	February 2020
Agency Website	www.det.nsw.edu.au

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 (TSNSW) 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

Manages the Apprenticeships and Traineeships Unit, responsible for regulatory functions under the *Apprenticeships and Traineeships Act 2001*. Oversees and manages the implementation of one or more of TSNSW subsidised programs and processes and provides advice and executive support for the Vocational Training Review Panel to support its statutory functions.

Key accountabilities

- Lead the management and administration of operational policies and procedures to ensure the effective operation of one or more of the following areas: the *Apprenticeships and Traineeship Act 2001* and the effective operation of the apprenticeship and traineeship system in NSW; TSNSW subsidised programs including Smart and Skilled; adult and community education; and other industry and community programs
- Oversight the provision of advice and executive support for the Vocational Training Review Panel to support its statutory functions.
- Lead and manage the purchasing of training within budget and within the context of Smart and Skilled and oversight the development and review of contract specifications and the development of TSNSW operational policy and procedures to ensure training is targeted to meet Government priorities and industry needs.
- Lead the management of the expression of interest release and assessment processes and the implementation of contracts and strategies to fund vocational education and training, within the context of the Smart and Skilled Reform and other Government priorities to stimulate the economy of NSW.
- Manage the implementation of coordinated performance monitoring processes in accordance with the Quality Framework, and in the case of apprentices and trainees manage the regulatory functions under the *Apprenticeship and Traineeship Act 2001*, to maintain and enhance the quality of training.
- Monitor and review the risk register of contracted providers and employers and the outcomes of performance monitoring processes to ensure the provision of quality training.
- Provide information on funded training to help students and consumers make informed decisions about training and provide a central point of contact for students to seek assistance, advice and make a complaint.
- Oversight the preparation of quality evidence-based written reports and correspondence which effectively communicates findings, recommends policy solutions and identifies areas for improvement to senior managers, the Executive Director, Deputy Secretary, Secretary and Minister.

Key challenges

- Maintaining an up to date knowledge of vocational education and training in a constantly changing environment.
- Managing complex and sensitive relationships with internal and external stakeholders to ensure the delivery of high level training in NSW.
- Managing staff in an extremely complex environment to ensure the training budget is targeted to meet Government priorities and industry and community needs.

Key relationships

Who	Why
Internal	
Senior staff in TSNSW and senior managers across the Department	<ul style="list-style-type: none">• Drive the development and maintenance of effective working relationships to foster collaboration, consultation and engagement on the delivery of training.

Who	Why
External	
Industry bodies, including NSW ITABs, employer groups, unions, public and private training providers, schools, Australian Apprenticeships Centres, the Commonwealth, and state training authorities in other states	<ul style="list-style-type: none"> • Drive the development and maintenance of effective working relationships to facilitate collaboration, consultation and engagement on training initiatives and programs. • Lead and support working parties and major committees to progress the work of TSNSW

Role dimensions

Decision making

This role:

- has a high level of autonomy, uses initiative and is fully accountable for the delivery of high quality work on time and within budget
- makes high level decisions and acts independently to develop strategies and solve problems to achieve TSNSW, Department and Government reforms and priorities
- consults with the Director in relation to decisions that have wide reaching implications, exceed the role's financial delegations, are contentious and /or are likely to have an impact on stakeholders, and in relation to decisions that require significant change to project outcomes or timeframes
- submits reports, analyses, briefings, correspondence, speeches and other written material in a final high quality manner with minimal input required from the supervisor.

Reporting line

Director Training Market Operations

Direct reports

9 Direct reports

Budget/Expenditure

Nil

Essential Requirements

Knowledge of and commitment to the Department's Aboriginal Education policies





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	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Advanced
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate Promote a culture of integrity and professionalism within the organisation and in dealings external to government

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines • 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 Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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 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
Business Enablers Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> Ensure that government and organisational policy in relation to procurement and contract management is implemented Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors
Business Enablers Project Management	Adept	<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
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks