

Role Description

Learning Management System Coordinator



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Operational Capability and Training
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
ANZSCO Code	TBA
Role Number	52017354
PCAT Code	TBA
Date of Approval	March 2021
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: Saving lives and creating safer communities

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

This role will manage the continual development, monitoring, administration and evaluation of training systems and online learning platforms, to ensure the management and delivery of efficient and effective training services to NSW SES members.

Key accountabilities

- Manage the development, testing, maintenance and continual improvement of the NSW SES Registered Training Organisation (RTO) Learning Management System (LMS) to ensure compliance of all aspects of the VET Quality Framework
- Manage the end to end coordination of NSW SES online course administration including the coordination of endorsed trainers and assessors and interagency training exercises
- Research and analyse data to provide technical advice on activity and performance trends to identify opportunities for improvement in governance, resources, systems and processes
- Provide expert technical and system administration advice, support and direction across training technologies to enable effective implementation, systems alignment and optimal performance that effectively delivers business objectives
- Source, collate and analyse data to generate high quality reports and statistics on qualifications of members to assist in the analysis of sufficient training and qualifications across the State
- Conduct business process reviews to evaluate internal and external training systems to ensure compliance with required standards, legislative requirements and business deliverables to assist in decision making and planning
- Develop and review system-based training procedures and material to support members in the application of State wide training ensuring best practice and consistent approach is implemented and maintained across the organisation

Key challenges

- Exercising judgement, analysing and interpreting data and complex system issues to determine appropriate courses of action
- Building and maintaining an effective relationship with a broad range of stakeholders with diverse backgrounds and technical skill levels
- Influencing and providing members with appropriate material to ensure consistent and accurate system usage and compliance

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Provide updates, advice, information and recommendations on training systems and online learning platforms• Liaise to obtain strategic direction and guidance on sensitive matters• Manage and escalate issues as appropriate
Team Members	<ul style="list-style-type: none">• Maintain effective working relationships to ensure collaboration and performance outcomes are achieved• Mentor and coach team members as required to build capability and cross-skill the team• Communicate strategic priorities and direction from senior management

Who	Why
Operational Capability & Training Directorate	<ul style="list-style-type: none"> • Ensure consistent and accurate use of Training Systems • Coordinating communication material and reports • Coordinate reports and Business Improvement tool development
Information, Communication and Technology Directorate	<ul style="list-style-type: none"> • Maintain positive relationships and work closely with ICT to ensure systems remain aligned with overall ICT strategic outcomes • Collaborate with the Resources Administration team in the maintenance of SAP data and records of NSW SES members
NSW SES Members (Staff & Volunteers)	<ul style="list-style-type: none"> • Engage to understand needs and to lead the development/continual improvement of appropriate training systems, reports and BI tools to meet these needs • Provide advice, information and accessibility to relevant training systems • Provide support and advice on Training System issues
External	
Other Government Agencies	<ul style="list-style-type: none"> • Management of external stakeholder enrolments • Maintain positive relationships to ensure ease of system maintenance and encouraging mutli agency approach where possible regarding system maintenance

Role dimensions

Decision making

The role will routinely make decisions based on tactical, process and system needs based on research, best practice, government and training regulatory requirements. Where matters will have implications across the organisation, this role may recommend courses of action to management level members, or may advise of implications in various options being considered.

The role makes day-to-day decisions relating to work priorities and workload management.

Reporting line

The role reports directly to the Manager, Training Systems and Quality Assurance

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Certificate IV in Training and Assessment (or equivalent) or higher-level qualification in Adult Education, and/or demonstrable knowledge and experience
- Demonstrated experience in administering/managing a Learning Management system
- Demonstrated understanding of RTO compliance, associated legislation, policy, and training system requirements
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months





You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Foundational
	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 Manage Self	Intermediate	<ul style="list-style-type: none"> 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
Personal Attributes Value Diversity and Inclusion	Adept	<ul style="list-style-type: none"> Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders Demonstrate cultural sensitivity, and engage with and integrate the views of others Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences Recognise and adapt to individual abilities, differences and working styles Support initiatives that create a safe and equitable workplace and culture in which differences are valued Recognise and manage bias in interactions and decision making
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements