

Role Description

Training and Capabilities Officer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	223311
PCAT Code	1224392
Date of Approval	July 2020

Primary purpose of the role

Support the delivery of effective training and development policies, processes, solutions and reporting to build and enhance capability of the workforce to meet business objectives.

Key accountabilities

- Collate, and assess training requirements of the workforce, aligned to relevant capabilities to meet current and future business requirements
- Contribute to the design of appropriate training solutions applying adult learning principles to deliver effective operationally focused training programs
- Deliver training solutions using a range of delivery modes to build employee capability
- Plan and deliver a range of administrative services to enable the effective, efficient and timely delivery of training and development solutions
- Monitor, evaluate, review and report on the effectiveness of training and development solutions to ensure desired outcome are achieved
- Collate and analyse information, update and maintain relevant systems to ensure accuracy and currency of information to enable planning, review and continual improvement of services
- Develop and maintain positive working relationships with team members and customers to support collaboration in the design, development and delivery of training solutions
- Maintain sound operational knowledge of established Government and Agency processes and activities and contemporary approaches to adult learning to deliver quality service

Key challenges

- Working independently, manage priorities to meet the challenges of a demanding and complex workload, while ensuring high level accuracy and quality of work
- Maintaining subject matter expertise and a comprehensive understanding of the diverse operations of the business given the complexity of programs and the size and variability of the organisation's requirements
- Working autonomously to negotiate and re-prioritise training schedules, given heavy workloads, tight deadlines, and conflicting high-level commitments and priorities

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Escalate issues, keep informed, advice, receive guidance and instructions Provide recommendations and inform through reporting any sensitive and emerging issues
Work Team	<ul style="list-style-type: none"> Work collaboratively to achieve business outcomes Participate in meetings to share information and provide input on issues Provide service and advice
Customers/Stakeholders	<ul style="list-style-type: none"> Collaborate in the design and development of training and development solutions Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues Address/respond to queries and provide solutions where possible, or redirect query to relevant area
External	
Customers/Stakeholders	<ul style="list-style-type: none"> Collaborate in the design and development of training and development solutions Develop and maintain effective working relationships and open channels of communication Respond to queries and resolve issues Consult, provide and obtain information and negotiate outcomes and timeframes
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues Coordinate and monitor the supply of goods and services

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

As per Customer Service Delegations

Essential requirements

Satisfactory criminal record check

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision making	Adept

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<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 	Adept

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	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 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 project planning, coordination and control methods	Intermediate