

Role Description

Learning and Development Officer



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Education & Training Command
Location	Parramatta
Classification/Grade/Band	Clerk 5-6
ANZSCO Code	249111
PCAT Code	1128292
NSWPF Role Number	
Date of Approval	17/04/2018
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 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 five 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. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

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 and Development Officer provides a key support and advisory service within Education and Training Command, servicing the whole of NSW Police Force. The role affords proficiency in the systems approach to training, specifically analysis, design and development, delivery and total quality management of learning and development products.

Key accountabilities

- Provide technical support on applying sound learning and development practice in the implementation of a Systems Approach to Training.
- Provide learning and development advice to NSW Police Force members.

- Contribute to the NSW Police Force learning and development resources repository.
- Contribute to the development (excluding production) of learning and development products accredited to the NSW Police Force Learning & Development Portfolio.
- Administrate and contribute to the Learning and Development Team web pages.
- Implement total quality management in all aspects of the work.

Key challenges

- Deal with a diverse range of tasks requiring advice and technical expertise using appropriate resources.
- Drive continuous improvement in the quality of both practice and products.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key tasks, issues and priorities
Work team	<ul style="list-style-type: none"> • Manage own performance • Participate in work reviews and improvement initiatives • Participate in continuous professional development • Collaborate with team perspective and share information and knowledge
NSWPF staff members	<ul style="list-style-type: none"> • Provide learning and development advice and support • Seek assistance, information, and support
External	
Industry experts & organisations	<ul style="list-style-type: none"> • Seek information, advice and guidance
Training providers	<ul style="list-style-type: none"> • Source goods or services

Role dimensions

Decision making

The role has autonomy to make decisions regarding their time management and the priority of tasks within required timeframes and discretion can be exercised by the individual in approaching the various tasks to be performed.

Reporting line

- Manager - Learning and Development - Clerk 9-10

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements

- TAE 40110 Certificate IV in Training and Assessment (or equivalent) – superseded by TAE 40116 Certificate IV in Training and Assessment.
- Comprehensive knowledge and experience in developing adult learning products (nationally recognised training (VET) as well as non-regulated activities).





- Sound understanding of educational technology and online learning.
- Knowledge of the Australian Core Skills Framework, the Australian Qualifications Framework, and the Standards for Registered Training Organisations (RTOs) 2015.
- Comprehensive knowledge and experience in utilising a systems approach to training, including the ADDIE Model.
- Obtain and maintain the requisite security clearances for this position.

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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	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 • 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
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
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
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	17.04.2018