

# Role Description

## Training Market Operations Support Officer

Cluster	Education
Agency	NSW Department of Education
Division/Directorate/Unit	Skills and Higher Education/Training Services NSW
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	Temporary
Role Number	215464
ANZSCO Code	511112
PCAT Code	1119171
Date of Approval	November 2019

### Agency overview

The NSW Department of Education is a leader in the provision of world class education and training, connecting all stages from early childhood education and care through to tertiary courses and qualifications.

The Department also supports the development of vibrant, sustainable and inclusive communities across NSW, by leveraging its partnerships with local communities and organisations, industry and other government agencies.

It is one of the largest employers in Australia with around 98,000 people located across the state, and manages an annual budget that accounts for approximately one quarter of the State's total budget.

### Directorate overview

The Training Services NSW Directorate 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 Directorate 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 Directorate has frontline staff in the 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

The role manages the implementation of Training Services NSW's subsidised programs including Smart and Skilled, apprenticeships and traineeships, adult and community education and other industry and The Branch has frontline staff in the Regional Centres who manage relationships with providers and employers and implement and administer funded vocational education and training programs and services across the State.

## Key accountabilities

- Assist with the administration of Departmental policies, funded programs, initiatives and services provided by Training Services NSW within regulatory, contractual and funding frameworks to support the effective operations of the Branch.
- Assist with the administration and monitoring of training programs in the NSW vocational education and training sector to inform the operations of the Branch.
- Research issues and prepare information and advice to support the work of the Branch.
- Contribute to teams, under supervision, and to provide customer service to support the improvement of vocational education and training provision.
- Build effective working relationships and work collaboratively with staff across the Branch and in other parts of the Department to ensure that projects are implemented on time.

## Key challenges

- Being highly organised and communicating effectively with staff across the Branch to support the management and administration of subsidised training programs.
- Meeting tight timeframes and manage competing, and at times conflicting, demands to ensure deadlines are met to the required standards and are delivered on time.
- Maintaining accurate up to date databases and record systems to ensure that complex data are available for monitoring and reporting purposes.

## Key relationships

Who	Why
<b>Internal</b>	
Senior Branch staff and senior managers across the Department of Industry	<ul style="list-style-type: none"><li>• Assist with the development and maintenance of effective working relationships to foster collaboration, consultation and engagement to facilitate the delivery of quality training programs.</li><li>• Work collaboratively with staff to facilitate the production of high quality customer information.</li></ul>
<b>External</b>	
Stakeholders including the general public, apprentices, trainees, other students and their employers, industry and providers	<ul style="list-style-type: none"><li>• Assist with the development and maintenance of effective working relationships to facilitate collaboration, consultation and engagement on the delivery of quality training programs.</li><li>• Provide accurate and timely information and advice.</li></ul>

## Role dimensions

### Decision making

- acts independently in performing its core work functions and makes decisions about workflows to ensure project/program outcomes are met.
- consults with the Manager on matters that are sensitive and /or contentious to agree on a suitable way forward.

### Reporting line

The role reports to a Manager within Training Market Operations.

## Direct reports

The role has no direct reports.

## Budget/Expenditure

Nil

## Essential Requirements

Relevant tertiary qualification and or relevant experience in compliance





Demonstrated experience with Microsoft office

## 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](http://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	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>

### 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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>• Take responsibility and be accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>• Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>• Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"><li>• Perform basic research and analysis which others will use to inform project directions</li><li>• Understand project goals, steps to be undertaken and expected outcomes</li><li>• Prepare accurate documentation to support cost or resource estimates</li><li>• Participate and contribute to reviews of progress, outcomes and future improvements</li><li>• Identify and escalate any possible variance from project plans</li></ul>