# Role Description
# Senior Technical Trainer

| Cluster | Transport for NSW |
|---|---|
| Agency | Transport for NSW |
| Division/Branch/Unit | Greater Sydney / Transport Coordination / Transport Management Centre / Operations |
| Location | Eveleigh |
| Classification/Grade/Band | Grade 8 |
| Role Number | 51014175 |
| ANZSCO Code | 312999 |
| PCAT Code | 1119192 |
| Date of Approval | September 2018 |
| Agency Website | www.transport.nsw.gov.au |

## Agency overview

Transport for NSW is the centrepiece of a reshaped transport cluster. It is responsible for setting the strategic direction and guiding an extended network of public and private service delivery agencies to deliver improved transport outcomes.

## Primary purpose of the role

The primary purpose of the role is to design, develop and maintain training and assessment packages and associated documents, the delivery of training and assessments, maintenance of training and competency records, and the production of routine reports.

## Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Use creative thinking to design, develop, maintain and validate engaging, relevant and effective training and resource material.
- Work with systems or business subject matter experts to ensure the accuracy of the content is maintained at all times.
- Support the Technical Operations Specialist in the delivery of specialist training and implementation of a competency framework
- Provide advice and assistance for the management of competency frameworks across business groups.
- Provide advice and assistance to internal and external content developers to ensure that learning outcomes and organisational objectives are achieved.
- Identify and target areas for improving workforce skills and competencies, developing and implementing best practice standards.

# Key challenges

- Ensuring learning and development commitments are always maintained across the group.
- Continually staying up to date with evolving changes within the business to ensure staff development needs are addressed in a timely manner.
- The seamless introduction of planned systems upgrade and associated processes.
- Validation of competencies across the business.
- Remain up-to-date with projects coordinated by Sydney Coordination Office and TMC to ensure relevant training is provided to operations personnel

# Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Technical Operations Specialist and Leadership team | - Escalate issues, keep informed, advise and receive instructions.<br>- Provide regular updates on projects and programs, issues and priorities.<br>- Contribute to strategic planning, and the development of documents and reports. |
| TMC Operations and Sydney Coordination Office | - Maintain comprehensive knowledge of functions and changes impacting TMC Operations and the Sydney Coordination Office.<br>- Work cooperatively, exchange information readily and assist other team members to achieve objectives and work outcomes. |
| Organisational Development (OD) | - Build collaborative relationships to ensure development of high quality and relevant competency training framework<br>- Align with TfNSW OD policies and procedures for training and development |
| Other divisions of TfNSW and other Transport operating agencies | - Build collaborative working relationships and identify best practices. |
| **External** | |
| External stakeholders, emergency response agencies, District and Local Emergency Management Organisations, other transport operators | - Build collaborative relationships<br>- Provide advice and support<br>- Identify best practice in training and organisational development in operational environments |

# Role dimensions

## Decision making

As per the delegations for the role.

## Reporting line

The role reports to the Technical Operations Specialist.

## Direct reports

The role has no direct reports.

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**Budget/Expenditure**

The budget/expenditure allocation for the role will be confirmed.

## Essential requirements

- Valid Certificate IV in Training & Assessment (or higher level),
- Previous experience in a similar role is essential - 3-5 years' experience
- Strong administration and time management skills
- Excellent communication and interpersonal skills
- Experience in an instructional design role will be highly regarded
- Current motor vehicle drivers licence
- Willingness to work outside normal working hours
- Security checks will be required.

## 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

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## 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 | Adept |
| | **Act with Integrity** | **Adept** |
| | **Manage Self** | **Adept** |
| | Value Diversity | Adept |
| Relationships | **Communicate Effectively** | **Adept** |
| | Commit to Customer Service | Adept |
| | **Work Collaboratively** | **Adept** |
| | Influence and Negotiate | Adept |
| Results | **Deliver Results** | **Adept** |
| | Plan and Prioritise | Adept |
| | Think and Solve Problems | Adept |
| | **Demonstrate Accountability** | **Adept** |
| Business Enablers | Finance | Intermediate |
| | Technology | Adept |
| | Procurement and Contract Management | Intermediate |
| | **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**<br>Act with Integrity | Adept | • Represent the organisation in an honest, ethical and professional way and encourage others to do so<br>• Demonstrate professionalism to support a culture of integrity within the team/unit<br>• Set an example for others to follow and identify and explain ethical issues<br>• Ensure that others understand the legislation and policy framework within which they operate<br>• Act to prevent and report misconduct, illegal and inappropriate behaviour |
| **Personal Attributes**<br>Manage Self | Adept | • Look for and take advantage of opportunities to learn new skills and develop strengths<br>• Show commitment to achieving challenging goals |

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| | | • Examine and reflect on own performance<br>• Seek and respond positively to constructive feedback and guidance<br>• Demonstrate a high level of personal motivation |
| **Relationships**<br>Communicate Effectively | Adept | • Tailor communication to the audience<br>• Clearly explain complex concepts and arguments to individuals and groups<br>• Monitor own and others' non-verbal cues and adapt where necessary<br>• Create opportunities for others to be heard<br>• Actively listen to others and clarify own understanding<br>• Write fluently in a range of styles and formats |
| **Relationships**<br>Work Collaboratively | Adept | • Encourage a culture of recognising the value of collaboration<br>• Build co-operation and overcome barriers to information sharing and communication across teams/units<br>• Share lessons learned across teams/units<br>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| **Results**<br>Deliver Results | Adept | • Take responsibility for delivering on intended outcomes<br>• Make sure team/unit staff understand expected goals and acknowledge success<br>• Identify resource needs and ensure goals are achieved within budget and deadlines<br>• Identify changed priorities and ensure allocation of resources meets new business needs<br>• Ensure financial implications of changed priorities are explicit and budgeted for<br>• Use own expertise and seek others' expertise to achieve work outcomes |
| **Results**<br>Demonstrate Accountability | Adept | • Assess work outcomes and identify and share learnings to inform future actions<br>• Ensure that actions of self and others are focused on achieving organisational outcomes<br>• Exercise delegations responsibly<br>• Understand and apply high standards of financial probity with public monies and other resources<br>• Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others<br>• Conduct and report on quality control audits<br>• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks |
| **Business Enablers**<br>Project Management | Adept | • Prepare clear project proposals and define scope and goals in measurable terms<br>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements |

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| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| | | • 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 |

• Prepare accurate estimates of costs and resources required for more complex projects

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