

Role Description

Skills Training Coordinator



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Agriculture / Education and Regional Services
Location	Yanco
Classification/Grade/Band	Clerk Grade 3 / 4
ANZSCO Code	531111
PCAT Code	1117271
Date of Approval	July 2020
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

Primary purpose of the role

The role coordinates delivery of training across southern NSW and undertakes a range of activities related to the skills training programs within Tocal College.

Key accountabilities

- Liaise with internal and external stakeholders and service providers to source venues and coordinate the logistics and support activities to ensure the timely delivery of a quality training program
- Provide support to the Skills Training team to deliver training across regional NSW including coordinating training programs
- Respond to enquiries and provide clients with timely and accurate information about training programs ensuring that client objectives are met and escalate and redirect issues as required
- Develop, implement and monitor systems, procedures and methods, adapting processes and techniques as required, to continuously improve efficient delivery of the training program

- Liaise with employers and other stakeholders to ensure courses remain relevant to industry needs
- Assist with promotion and advertising activities for skills training programs in accordance with the VQF (Vocational Quality Framework), other relevant legislation, client service principles and code of conduct

Key challenges

- Maintaining current knowledge and understanding of Vocational Education and Training record requirements and building industry and training networks in a professional manner to support service delivery

Key relationships

Who	Why
Internal	
Agency Staff	<ul style="list-style-type: none"> • Communicate with College management and staff to ensure work is aligned to Departmental and Division priorities
Team Leader Workforce Skills	<ul style="list-style-type: none"> • Receive guidance from, discuss priorities and provide regular updates on key issues and progress. • Escalate issues as appropriate.
Work team	<ul style="list-style-type: none"> • Interact with and work collaboratively to achieve unit outcomes. • Participate in meetings to discuss work group perspectives and share information
External	
Customers – skills training participants or enterprises	<ul style="list-style-type: none"> • Ensure the promotion of skills training programs is in line with client service principles and code of conduct
Commercial farmers and industry representatives	<ul style="list-style-type: none"> • Provide and gather information and ascertain issues in line with client service principles and code of conduct

Role dimensions

Decision making

- Has some independence in undertaking administrative tasks, escalating issues as required
- Decisions are made within the limits of established policies and procedures
- Submits skills training reports with little input from team leader

Reporting line

This role reports to the Team Leader Workforce Skills.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Certificate IV in Business Administration or relevant qualification and/or experience
- Certificate IV in Training and Assessment TAE40116 and/or relevant experience
- Working with Children Check or willingness to obtain prior to or on appointment to the role
- Current NSW Driver Licence and the ability and willingness to travel

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
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Build understanding of ethical behaviour Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation Speak out against misconduct and illegal and inappropriate behaviour Report apparent conflicts of interest 	Foundational
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> Focus on key points and speak in plain English Clearly explain and present ideas and arguments Listen to others to gain an understanding and ask appropriate, respectful questions Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly 	Intermediate
	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<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
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<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

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly 	Intermediate
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate

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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational