Role Description
Organisational Development Consultant

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Development Engagement and Performance
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	TBC
Role Number	52018826
PCAT Code	TBC
Date of Approval	October 2022
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Organisational Development Consultant is responsible for developing learning pathways to engage and uplift employees and leaders across the organisation. The Organisational Development Consultant will enable others to develop and improve performance, design and develop learning opportunities for members.

Key Accountabilities

- Monitor and evaluate the effectiveness of learning and development programs and recommend options including through the delivery of workshops and presentations to embed learning and successful initiatives into the organisation

- Support and expand the delivery of leadership development programs and capability development for senior and front line leaders, in consultation with key stakeholders across the organisation

- Source, collate and compile data and information to identify emerging issues and track and report on project progress against established milestones and deliverables
- Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning
- Establish and maintain collaborative relationships with key internal and external stakeholders to meet organisational needs and objectives
- Provide a range of project management and support services, including preparation of briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology
- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes

Key challenges

- Development and implementation of new learning and development programs that meet the needs of a geographically diverse workforce, including employees and volunteers
- Partnering and negotiating with multiple stakeholders to find effective solutions to complex organisational development project problems
- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities

Key relationships

Who	Why
Internal	
Manager	- Provide advice and contribute to decision making regarding projects and issues - Escalate issues and propose solutions - Receive guidance and provide regular updates on projects, issues and priorities - Support the continuous improvement of the NSW SES project management framework
Work team	- Guide, support, coach and mentor team members - Support team members and work collaboratively to contribute to achieving team outcomes
Stakeholders	- Develop and maintain effective relationships and open channels of communication - Exchange information and respond to enquiries - Consult and advise on the delivery of projects/programs to facilitate efficiency, consistency and high quality outcomes
All members of the NSW SES	Work in collaboration with members to ensure understanding and direction of projects and business goals and objectives that align with NSW SES values

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Who	Why
External	
Stakeholders	• Build effective networks and relationships with external stakeholders to facilitate the efficient delivery of project/program management services as required

Role dimensions

Decision making

The Organisational Development Consultant exercises independence and autonomy in day-to-day matters, including engagement with internal and external stakeholders, in determining how to achieve agreed objectives. The role produces reports, evaluations and recommendations as required, correspondence and briefs; determines the content of advice and information.

Refers the following matters to the role supervisor: decisions that will significantly impact on agreed objectives; major issues, risks or conflicts; issues requiring a higher delegated authority (i.e. travel/expenditure approval).

Reporting line

This role reports to the Senior Manager Development Engagement and Performance

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in a relevant discipline, Certificate IV in Training and Assessment and/or substantial experience
- Relevant tertiary qualifications or relevant experience in Learning Design, Adult Education or similar
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Adept**
	Value Diversity and Inclusion	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	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 Manage Self	Adept	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths

Group and Capability	Level	Behavioural Indicators
		• Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation
Relationships Communicate Effectively	Adept	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • 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
Relationships Work Collaboratively	Adept	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Results Deliver Results	Adept	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for
Results Think and Solve Problems	Adept	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Seek contributions and ideas from people with diverse backgrounds and experience
		• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
		• Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Intermediate	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
		• Use available technology to improve individual performance and effectiveness
		• Make effective use of records, information and knowledge management functions and systems
		• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
Business Enablers Project Management	Adept	• Understand all components of the project management process, including the need to consider change management to realise business benefits
		• Prepare clear project proposals and accurate estimates of required costs and resources
		• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
		• Identify and evaluate risks associated with the project and develop mitigation strategies
		• Identify and consult stakeholders to inform the project strategy
		• Communicate the project's objectives and its expected benefits
		• Monitor the completion of project milestones against goals and take necessary action
		• Evaluate progress and identify improvements to inform future projects