

Role Description

Training Delivery Coordinator



Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Customer Experience and Engagement
Location	Parramatta
Classification/Grade/Band	Clerk 3/4
Role Number	220725
ANZSCO Code	531111
PCAT Code	1327172
Date of Approval	February 2020
Agency Website	https://www.education.gov.au

Agency overview

The NSW Department of Education is the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. The Department also ensures young children get the best start in life by supporting and regulating the early childhood education and care sector.

The NSW Department of Education is dedicated to becoming Australia's best education system and one of the finest in the world. All work at the Department is strongly aligned to the strategic goals and values of the organisation. Explore the [NSW Department of Education Strategic Plan](#).

EDConnect is a large and complex customer-centred shared services organisation that exists to support schools and corporate areas in the NSW Department of Education by delivering transactional and support services in the areas of Finance, Business Services and HR; and providing first level advisory support to customers via the Contact Centre in relation to Finance, Business Services, HR, IT and Procurement enquiries.

EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The Training Delivery Coordinator is responsible for providing high quality, customer-oriented and efficient administrative support to the training delivery teams and ensuring a high level of customer service with school customers.

Key accountabilities

- Coordinate a range of training tasks including scheduling training, booking and organising training rooms, organising catering and ensuring technology facilities are operating effectively to support training delivery activities.
- Coordinate a range of training materials in preparation for delivery activities including printing workbooks and training materials, reviewing presentation material, coordinating banners, brochures and other marketing collateral to support learning delivery.
- Provide a range of administrative and support services to the training delivery team including document management, routine correspondence, marketing and promotions materials, meeting and event coordination to support the effective operation of the team.
- Respond to customer enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information and high levels of customer service and engagement.
- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements to support information flow and inform decision making.
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.

Key challenges

- Identifying opportunities for continuous improvement proactively within the unit and recommending process improvement and innovative approaches to support effective practices.
- Delivering multiple administrative support activities ensuring a high level of customer services and achievement of timeframes and milestones, given competing needs and the need to maintain accuracy and attention to detail.

Key relationships

Who	Why
Internal	
Manager Training Delivery	<ul style="list-style-type: none">• Provide administrative support and coordination• Obtain key priorities and actions and support training delivery activities
Training Delivery Unit	<ul style="list-style-type: none">• Provide general administrative support ensuring a high attention to detail and customer service focus• Identify opportunities for continuous improvement and make recommendation to the team
External	
Schools	<ul style="list-style-type: none">• Schedule training and communicate requirements• Provide a high level of customer service and support and respond/escalate queries or concerns

Who	Why
	<ul style="list-style-type: none"> Respond to customer queries and escalate issues as required

Role dimensions

Decision making

The Training Delivery Coordinator is directed by the Manager Training Delivery and provides high quality and timely administrative support to the training delivery team. The role is expected to contribute to continuous improvement and recommend solutions to drive effectiveness within the unit.

The role defers to the Manager Training Delivery on issues that may impact timeframes, conflicting priorities and stakeholder demands.

Reporting line

Manager Training Delivery

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Nil





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	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies