

# Role Description

## Training and Development Specialist



Cluster	Finance, Services and Innovation
Agency	Service NSW
Division/Branch/Unit	Service Delivery
Location	McKell Building
Classification/Grade/Band	Grade 7/8
ANZSCO Code	223111
PCAT Code	1224892
Date of Approval	February 2019
Agency Website	<a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a>

### Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services.

Since launch in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork. Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, phone service and an expanding network of service centres.

We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions including drivers' licences, vehicle registration renewals, applications for birth certificates, Seniors Cards, Housing NSW payments, fines, contractor licences and many more.

### Primary purpose of the role

Deliver, design and implement a range of engaging learning and development initiatives to enhance individual and organisational capability.

### Key accountabilities

- Design highly interactive and engaging instructional content that integrates learning theories and instructional design methodologies
- Collaborate with the business to understand current training development requirements, analyse learning requirements and produce quality training/learning resources
- Develop and prepare high quality instructional materials, guides & other training collateral.
- Write basic script for video learning, or other forms of microlearning
- Develop and maintain partnerships with staff and managers across Service NSW to provide a high level of learning and development services
- Actively contribute to the development of learning and development strategy, process and activities documentation

- Facilitate technical and soft skills training to a variety of audiences

## Key challenges

- Ensuring the delivery of internal staff experience that supports the external customer experience
- Supporting the effectiveness of the learning and development activities by assisting the learning and development lead in implementing the L&D strategy in a constantly evolving environment.
- Ability to utilise feedback from audience and management group to continuously improve the on-boarding process.

## Key relationships

Who	Why
<b>Internal</b>	
Service Delivery Tea,	<ul style="list-style-type: none"> <li>• Contribute to team meetings and work with others to ensure team goals are met</li> </ul>
Training Manager	<ul style="list-style-type: none"> <li>• Received direction and feedback from, contribute to the creation of training material and ensure positive perception of the L&amp;D team</li> </ul>
Director Social Impact and Frontline Engagement	<ul style="list-style-type: none"> <li>• Provide feedback and reports in a timely manner on the performance of training and key metrics</li> </ul>
<b>External</b>	
Training Providers	<ul style="list-style-type: none"> <li>• For booking of training courses, venues and dates</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Liaise effectively with suppliers of LMS, eLearning content, course material and equipment ensuring activity is kept within budget and timelines are met.</li> </ul>

## Role dimensions

### Decision making

- Operational decisions regarding the planning and organisation of their work and/or the work of the team to achieve business objectives and performance criteria, within approved work and project plans.
- Is an authoritative source of advice for internal and external stakeholders on learning and development strategies and activities.
- Is individually accountable for the reports, analysis, briefings and other forms of written advice prepared for the Director P&C, Executives, often on complex issues.

### Reporting line

Learning Lead

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Demonstration of the cultural and position capabilities at the levels indicated
- Solid experience in designing and developing technical and soft skills training content
- Excellent facilitation skills delivering technical and soft skills programs
- Superior attention to detail
- Ability to travel if and when required
- Certificate IV in Assessment and Workplace Training desirable, or at least 3 years of related experience to perform the function of the role
- Demonstrated sound oral and written communications skills
- Proven ability to work with business to deliver effective training programs
- Strong time management skills
- Proven skills in using e-learning design tools (such as Articulate 360 or similar) highly desirable
- In depth DRIVES, Maritime, Fair Trading, BDM and Digital Services Transactional knowledge is highly desirable

## 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)

This role also utilises an [occupation specific capability set](#).

## 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	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Advanced</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>• Demonstrate a high level of personal motivation</li> <li>• Present with credibility, engage varied audiences and test levels of understanding</li> <li>• Translate technical and complex information concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Actively listen and encourage others to contribute inputs</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in a range of styles and formats</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	Advanced	<ul style="list-style-type: none"> <li>• Understand the links between the business unit, organisation and the whole-of-government agenda</li> <li>• Ensure business plan goals are clear and appropriate including contingency provisions</li> <li>• Monitor progress of initiatives and make necessary adjustments</li> <li>• Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately</li> <li>• Consider the implications of a wide range of complex issues, and shift business priorities when necessary</li> <li>• Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</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> </ul>

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><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>

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