Role Description
Instructional Designer

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Corporate Services / People and Culture / Employee Experience and Talent
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	223311
PCAT Code	1224349
Date of Approval	November 2019

Primary purpose of the role

Deliver a range of engaging learning and development initiatives across the organisation to enhance individual and organisational capability and facilitate a positive employee experience.

Key accountabilities

- Design highly interactive and engaging instructional content that integrates learning theories, instructional design methodologies and best practice e-learning methodologies to meet organisational needs
- Collaborate with the business to understand current training development requirements, analyse learning requirements, and produce quality training and learning resources to enhance employee capability
- Develop and prepare cost-effective, high quality instructional materials, guides and other training collateral to improve managerial and organisation capability
- Develop and maintain partnerships with staff and managers across the Organisation to provide a high-level of learning and development services to meet customer needs
- Actively contribute to the development of learning and development strategy, process and activities documentation applying best practice methodologies to support optimal service delivery
- Facilitate, evaluate and continuously improve technical and soft skills training to a variety of audiences to ensure expected outcomes are achieved
- Maintain awareness of relevant issues, policy obligations, insights, challenges industry trends and practices and opportunities to recommend innovative solutions that optimise outcomes and contribute to a best practice organisational development function in line with organisational and government priorities

Key challenges

- Balancing meeting strategic organisational needs with the delivery of services that provide a positive internal employee experience
- Supporting the effectiveness of the learning and development activities and strategy in a constantly evolving environment

- Using feedback from audience and management group to continuously improve the learning and development training and initiatives while balancing the competing needs and expectations of staff and internal stakeholders

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive guidance and instructions • Provide regular updates on key programs, issues and priorities • Identify risk, opportunities and emerging and contentious issues to facilitate informed decision making by the management team
Work Team	• Work closely and collaboratively to develop and implement a cohesive, integrated and comprehensive offering of learning programs across the Organisation • Support team members and work collaboratively to contribute to achieving business outcomes and a positive employee experience
Divisional management teams and managers	• Provide customer focus advice to influence decisions regarding eLearning and development initiatives • Provide information on learning and development related matters • Articulate needs and requirements, collaborate with to negotiate solutions and provide regular updates • Address/respond to queries, provide advice where possible, or redirect to relevant party for review and resolution
External	
Public Service Commission and central agencies	• Support and participate in central agency initiatives • Represent agency interests and influence and convince others to achieve outcomes • Work in partnership to deliver whole of sector change
Business and other Government agencies	• Partner with agencies to share and develop initiatives and business solutions
Vendors/Consultants/Training providers	• Consult, give and obtain information, negotiate required outcomes and timeframes and develop and maintain ongoing working relationships and networks

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Senior Learning and Development Specialist

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Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Certificate IV in Assessment and Workplace Training desirable, and/or related experience

Ability to travel if and when 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

This role also has Occupational specific capabilities. The occupational specific capabilities for this role are available at https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/human-resources-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	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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Human Resources Professionals Capability Set		
Capability Group	**Capability Name**	**Level**
	Talent Management	**Level 1**
	Organisational Culture	Level 1

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 Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers

Group and Capability	Level	Behavioural Indicators
		• Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Intermediate	• 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

Human Resources Professionals Capability Set		
Group and Capability	**Level**	**Behavioural Indicators**
Human Resources Professionals Capability Set Talent Management	Level 1	• Assist in employee capability identification and assessment activities • Provide information to managers and employees about talent management process and system requirements, and assist in their implementation • Administer organisation-wide employee development process systems that link performance objectives, reviews, development, and career planning

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Human Resources Professionals Capability Set		
Group and Capability	**Level**	**Behavioural Indicators**
		• Assist employees and managers in selecting appropriate learning and development initiatives to respond to individual capability needs and plans • Assist in the development and delivery of performance and recognition practices • Collect and monitor feedback to inform continuous improvement of programs

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