

Role Description

Training Specialist

Cluster	Customer Service
Agency	Service NSW
Division/Branch/Unit	Service NSW for Business
Location	Sydney
Classification/Grade/Band	7/8
ANZSCO Code	223311
PCAT Code	1224392
Date of Approval	02 March 2020

Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching 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, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions.

Primary purpose of the role

Develop and deliver a range of project learning and development activities in relation to building individual and organisational capability, aligned with project specific outcomes, business unit objectives and organisation wide strategies.

Key accountabilities

- Support the roll out of new training projects through development and delivery of operational and soft skills programs that build change capability and resilience in line with the Organisational strategy.
- Partner with key stakeholders and project teams to understand people impacts, provide expert advice and recommendations and implement localised project plans and activities to delivery on desired business outcomes.
- Development of project scope, schedule, facilitator and participant guides, briefing and presentation packs.
- Monitor and evaluate training standards and outcomes and recommend improvements, including using feedback from audience and leaders to continuously improve learning and development offerings.
- Provide on the job coaching and provision of additional support to facilitate learning and development application back in the workplace.
- Develop and maintain partnerships with employees and leaders across Service NSW to provide a high level of learning and development services.

- Assist the Manager to produce reports with key metrics and other reporting and collateral material to support training and development as required
- Contribute to the development of learning and development strategy, process and activities documentation.
- Maintain accurate and up to date information on training activities in accordance with organisational requirements.
- Facilitate learning and development programs as required.

Key challenges

- Displaying a positive attitude in a high volume and constantly evolving environment.
- Achieving targeted learning and behavioural outcomes that support project and business objectives in an environment when requirements may be rapidly changing.
- Delivery of solutions for the project to achieve changing technical and soft skills to support customer service targets in a decentralised workforce.
- Managing business expectations of project related learning, concurrently with other programs.

Key relationships

Who	Why
Internal	
Service Delivery team members	<ul style="list-style-type: none"> • Work with team members across Head Office and Service and Contact Centres for continuous improvement

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

This role reports business unit manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Proven ability to partner with stakeholders to develop and deliver effective soft skills development programs that meet business requirements.
- Demonstrated experience in the development and delivery of leadership development programs
- Experience documenting delivering learning within a customer facing environment

- Demonstrated computer skills and experience in the use of word processing, spreadsheet, graphics, project management software and Internet software tools

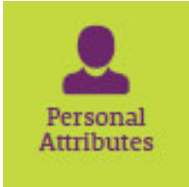



Capabilities for the role

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 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	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	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

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	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Display Resilience and Courage		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence

NSW Public Sector Capability Framework

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