

Role Description

Operations Training Officer



Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Customer Experience and Engagement
Location	Parramatta
Classification/Grade/Band	Clerk 7/8
Role Number	Various
ANZSCO Code	551111
PCAT Code	1223332
Date of Approval	October 2019
Agency Website	https://www.education.gov.au

Agency overview

The NSW Department of Education (DoE) provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The Operations Training Officer is responsible for providing instructional training within schools on operational processes, practices and systems across a range of learning platforms, technologies and tools to build capability and engagement with the Shared Service model.

Key accountabilities

- Deliver content and blended learning programs for schools operations including delivering instructional training on processes, practices and systems across a range of learning platforms, technologies and tools to build school capability and engagement with the Shared Services model.
- Prepare and deliver training evaluation and assessment initiatives and analyse and report on participant feedback to determine training effectiveness and identify opportunities for continuous improvement in delivery and enhancement of training program content and design.
- Provide feedback regarding training resources, including manuals, files and electronic systems to ensure information is usable, accurate and up-to-date.
- Maintain training documentation, guidelines, processes and procedures in line with the Self-Service and Communications Strategy to support the delivery of consistent training across the organisation.
- Contribute to the development of the training calendar based on the unique needs of schools, feedback and seasonal needs to support effective learning program design and delivery.

- Prepare reports, briefs and other correspondence to support the effective delivery of the training delivery team.
- Maintain an up-to-date knowledge of relevant legislation, policy and operational procedures and contributes to the development and implementation of business process and service delivery improvements.

Key challenges

- Delivering high quality, customer oriented instructional training the drives the adoption of self services and builds capability within schools.
- Demonstrating strong empathy and understanding of the school workplace and context to adapt training style to unique needs.
- Identifying opportunities for continuous improvement proactively and ensuring training initiatives and materials are constantly evolving to meet the unique needs of schools.

Key relationships

Who	Why
Internal	
Lead Operations Training Officer	<ul style="list-style-type: none"> • Receive advice and report on training delivery progress towards business objectives and discuss future directions • Provide advice, input and recommendations and influence decision making • Identify emerging issues/risks and their implications and propose solutions
Other Learning Teams	<ul style="list-style-type: none"> • Collaborate, share information and understand challenges, risks and opportunities to achieve joint objectives and incorporate feedback for continuous improvement
Stakeholders	<ul style="list-style-type: none"> • Build collaborative relationships and provide capability uplift initiatives • Collaborate to understand challenges, risks and opportunities
External	
Schools	<ul style="list-style-type: none"> • Deliver training ensuring high quality and consistent implementation • Build collaborative relationships to understand unique needs and operating conditions to support the development and continuous improvement of training programs

Role dimensions

Decision making

The Operations Training Officer operates with some level of autonomy and uses initiative in the delivery of training. The role is expected to deliver high quality instructional learning within schools. The role is fully accountable for the quality and integrity of information and advice provided.

The role defers to the Lead Operations Training Officer on complex issues of a legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course

of duties or matters requiring a higher delegated authority including approval for expenditure outside of delegation or sensitive issues.

Reporting line

Lead Operations Training Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Knowledge of and commitment to the Department's Aboriginal education policies
- Certificate IV Training and Assessment and/or equivalent demonstrated experience.
- Demonstrated instructional training delivery experience across a range of learning platforms, technologies tools and modes and demonstrated knowledge of adult learning theories and blended-learning approaches
- Capacity to travel across the state as required and possession of a current driver's licence.





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	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	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> 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
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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 Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements

NSW Public Sector Capability Framework

Group and Capability

Level

Behavioural Indicators

- Identify and escalate any possible variance from project plans