

Role Description

Program Design Advisor



Cluster	Justice
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Training
Location	State Headquarters / Zone
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	132311
Role Number	Various
PCAT Code	2228292
Date of Approval	31 May 2018
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.

Our Vision: Be the best volunteer emergency service agency in Australia.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

Manage the development, monitoring and evaluation of training programs, working closely with stakeholders to scope the content, advice on delivery mode/s, determine requirements such as competency standards, agree processes and implement the project plan, to enable optimum skills and knowledge development of NSW SES volunteers.

Key accountabilities

- Manage the design, development and evaluation of NSW SES Training programs that optimise volunteer skills and knowledge development to enable delivery of the organisation's state wide Training plan
- Engage and consult with key stakeholders, including Joint Venture Initiatives, sector partners, other SES directorates and volunteers on new and existing initiatives, to scope content, advise on delivery mode/s, and determine overall requirements, managing projects through to completion to ensure programs meet client needs and deliver effective business outcomes

- Provide expert advice and recommendations on best in class programs and platforms to deliver interactive, engaging online programs and mobile applications that develop volunteer skills and support field activity
- Build and maintain collaborative partnerships with internal and external providers, identifying, engaging and managing suppliers against agreed project milestones, performance indicators and budget to meet client and organisational needs
- Develop project and program scope and prepare documentation for procurement processes that meet NSW Sector processes and guidelines
- Monitor and report on internal and external program delivery to ensure compliance with required standards and deliverables
- Provide expert advice and recommendations into the design, development and implementation of the NSW SES Training Academy to increase the engagement of organisational volunteer workforce
- Work with key stakeholders to maintain existing organisational training program content to ensure relevance, currency and effectiveness of delivery mode

Key challenges

- Ensuring design and delivery of training programs that deliver on operational business need and enable the future training model whilst meeting organisational budget, legislative and compliance requirements
- Maintaining collaborative partnerships with internal and external stakeholders and providers that support virtual and face-to-face, flexible training services while ensuring program delivery requirements are met to agreed timelines and cost
- Delivering a centralised training program development function that delivers seamless, end-to-end services across a geographically dispersed business in a time of transition for the organisation

Key relationships

Who	Why
Internal	
Director / Manager	<ul style="list-style-type: none"> • Provide updates, advice, information and recommendations on programs, projects and priorities. • Liaise to obtain strategic direction and guidance on sensitive matters. • Manage and escalate issues as appropriate
Directorate / Team Members	<ul style="list-style-type: none"> • Maintain effective working relationships to ensure collaboration and performance outcomes are achieved • Mentor and coach team members as required to build capability and cross-skill the Training team • Communicate strategic priorities and direction from senior management.
NSW SES Staff & Members	<ul style="list-style-type: none"> • Engage this group to understand needs and provide specialist advice, information and recommendations on policy, process and legislation. • Represent the Training Directorate at Zone events and exercises, collaborating with key stakeholders while building knowledge and

Who	Why
	understanding of operational functions and capability requirements to enable effective, efficient interface between training and operational and business plans.
External	
Other Government Agencies	<ul style="list-style-type: none"> Consultation, negotiations and information sharing on programs and initiatives particularly across emergency services within the NSW Justice Cluster and more broadly across other jurisdictions
Other Industry	<ul style="list-style-type: none"> Represent the SES on a range of industry related national committees, building partnerships to maintain up-to-date knowledge and extending networks to promote, foster and build relationships and share practices with peer organisations.

Role dimensions

Decision making

The role;

Routinely makes decisions based on research, best practice and government requirements that inform or support Training services.

Where matters will have implications across the organisation, may recommend courses of action to management level members, or may advise of implications in various options being considered.

Seeks advice about matters outside the scope of normal activities or that might attract criticism or concern.

Makes own decisions concerning own organisational planning and performance management issues, and related matters, within the relevant policy and organisational frameworks.

Reporting line

The role reports directly to the Senior Manager Operational Leadership and Training Development

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualification and/or demonstrable knowledge and experience.
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months





You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Adept

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	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
Manage Self		

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> • Maintain own motivation when tasks become difficult • Seek to promote the value of diversity for the organisation • Recognise and adapt to individual differences and working styles • Support initiatives that create an environment in which diversity is valued
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 Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
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
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none">• Prepare clear project proposals and define scope and goals in measurable terms• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements• Prepare accurate estimates of costs and resources required for more complex projects• Communicate the project strategy and its expected benefits to others• Monitor the completion of project milestones against goals and initiate amendments where necessary• Evaluate progress and identify improvements to inform future projects