

Role Description

Training Officer

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Health Safety and Staff Wellbeing Directorate, Strategy and Governance Unit
Role number	217903
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	223111
PCAT Code	2 2 2 49 92
Date of Approval	February 2022
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The role coordinates and supports the development and delivery of effective learning and development programs, services and initiatives. The role works collaboratively with key partners to identify, scope and deliver training programs and awareness presentations that build health and safety capability. The role builds capability for the delivery of customer centric health and safety programs and services.

Key accountabilities

- Develop and maintain in consultation with supervisor and key stakeholders, education and training calendars for health and safety staff
- Support the development of training modules and presentations that build the capability, knowledge and skills of staff, and that also enhance staff ability to deliver quality health and safety support

services, programs and initiatives across the department having a strong focus on customer service and support

- Build and maintain relationships with stakeholders and external partners to ensure the effective delivery of training and development sessions, collaborate with key stakeholders to identify awareness raising and training/presentation opportunities in the programs of partners and key stakeholders
- Provide advice on the operation and effectiveness of training programs by analysing feedback and conducting evaluations and observations as required.
- Analyse and assess data to identify training needs, draft, review and update training resources, including online training resources, materials and communications to ensure information is usable, accurate and up to date in line with operational guidelines and service standards as well as adult learning principles and emerging training methodology.
- Develop and maintain a strong understanding of departmental policies and procedures, up to date knowledge of relevant legislation, working knowledge of internal system requirements and contribute to the development and review of business processes and service improvements to identify opportunities to improve performance and customer service outcomes.
- Provide a range of administrative services, including the coordination of meetings, preparation of papers and training materials and records, reports, resources and promotional tools, engagement of training and service providers.

Key challenges

- Having a clear understanding of the skills, knowledge and capabilities required of Health and Safety Directorate staff to deliver programs and initiatives, including how staff across the Department can engage and utilise the services available
- Building and delivering engaging training sessions that enhance the capability of a team with diverse skills, experiences and capabilities across a range of services, support and program areas.

Key relationships

Who	Why
Internal	
Team members	<ul style="list-style-type: none">• Supports, encourages and assists team members and colleagues to achieve team goals.
Manager	<ul style="list-style-type: none">• Provides regular updates on programs and initiatives• Consults regarding the management of sensitive, high risk or business critical matters• Receives performance feedback
Work Health and Safety Directorate	<ul style="list-style-type: none">• Consults regarding the Health and Safety Initiatives to ensure they are relevant
External	
Program Partners	<ul style="list-style-type: none">• Liaise with program partners to ensure all activities are supported, resourced and relevant.• Consults with on feedback and improvements

Role dimensions

Decision making

The role acts independently and uses initiative and problem solving to achieve business results in line with operational guidelines, departmental policy and procedures.

The role escalates and consults with the line manager to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far reaching implications.

Reporting line

This role reports to the Leader, Learning & Development.

Direct reports

The role has no direct reports.

Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

Key knowledge and experience

- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people

Essential requirements

- Certificate IV in Training and Assessment (TAE40110), tertiary qualifications and training from the fields of training, administration or project management and/or equivalent work experience.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<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 Stay motivated when tasks become difficult 	Intermediate
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept

Plan and Prioritise

Intermediate

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

**Technology**

Understand and use available technologies to maximise efficiencies and effectiveness





Intermediate

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
 - Use available technology to improve individual performance and effectiveness
 - Make effective use of records, information and knowledge management functions and systems
 - Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate