

# Role Description

## Manager Training & Resources



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Operational Capability & Training
Location	TBC
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	132311
Role Number	52015529
PCAT Code	2228211
Date of Approval	November 2020
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### 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

Lead and manage a team to develop a deep understanding of NSW SES volunteer trainer and assessor capacity, contributing to the continuous improvement of the training and assessment resource model that will ensure sustainable implementation of the Training and Exercise Plan through appropriate capability deployment across the State.

### Key accountabilities

- Build and manage a team of NSW SES trainers and assessors, both ongoing staff and volunteer members, to strengthen our trainer resource base to enable sustainable implementation of the Training and Exercise Plan through appropriate capability deployment across the State
- Establish and oversee the maintenance of volunteer and trainer data, implementing audit initiatives to ensure quality and consistency of data to inform strategic resource planning, development and deployment

- Undertake and oversee the collation, analysis, interpretation and reporting of NSW SES volunteer trainer and assessor capability to inform organisational resourcing and enable the delivery of the State-wide Training Plan
- Manage proactive identification of organisational volunteer skill set, including qualification currency, to engage, recognise and develop agile, qualified, mobile trainers and assessors that deliver against quality and consistency benchmarks.
- Provide specialist advice and recommendations to the Senior Manager Training Delivery on training capability and capacity to improve the efficiency and consistency of volunteer capacity
- Lead, manage and plan to ensure effective and compliant utilisation of assets and resources (includes encouraging and supporting mobility, , and compliance with governance, work health & safety and other requirements)
- Management of the Training Delivery team's budget, including working with Zone Training & Delivery Officers and Training Advisors to develop efficient and effective budget forecasts

## Key challenges

- Managing a geographically dispersed team to develop, implement and review the state-wide training plan to ensure compliant outcomes.
- Keeping up-to-date with current trends and maintaining in-depth knowledge of Training analysis, methods, techniques and tools, relevant systems and application of these in a volunteer emergency service
- Identifying emerging capability and availability issues and suggesting potential recommendations on training resource models to continually support improvements in organisational training and building a skilled, mobile state workforce

## Key relationships

Who	Why
<b>Internal</b>	
Director	<ul style="list-style-type: none"> <li>• Provide updates, advice, information and recommendations on programs, projects and priorities.</li> <li>• Liaise to obtain strategic direction and guidance on sensitive matters.</li> <li>• Manage and escalate issues as appropriate</li> </ul>
Directorate	<ul style="list-style-type: none"> <li>• Maintain effective working relationships to ensure collaboration and performance outcomes are achieved</li> <li>• Manage, mentor and coach and determine day-to-day work priorities.</li> <li>• Communicate strategic priorities and direction from senior management.</li> </ul>
NSW SES Staff & Members	<ul style="list-style-type: none"> <li>• Engage this group to understand needs and provide specialist advice, information and recommendations on policy, process and legislation.</li> <li>• Represent the Operational Capability and Training Directorate at Zone events and exercises, collaborating with key stakeholders while building knowledge and understanding of operational functions and</li> </ul>

Who	Why
	capability requirements to enable effective, efficient interface between training and operational and business plans.
<b>External</b>	
Other Government Agencies	<ul style="list-style-type: none"> <li>Consultation, negotiations and information sharing on programs and initiatives particularly across emergency services within the NSW Justice Cluster and more broadly across other jurisdictions</li> </ul>
Other Industry	<ul style="list-style-type: none"> <li>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.</li> </ul>

## Role dimensions

### Decision making

The Manager Training & Resources routinely makes decisions based on research, best practice and government requirements that define or substantially impact Training services. Where matters will have significant implications across the organisation, may recommend courses of action to executive and/or management level members, or may advise of implications in various options being considered.

The role seeks advice about matters outside the scope of normal activities or that might attract significant criticism or concern. Makes own decisions concerning routine team/branch 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 Training Delivery

### Direct reports

This role has 7 direct reports:

Capability and Resources Planning Officer

Training & Delivery Officer x 6

### Budget/Expenditure

Salary: \$856,407

### 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](http://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	Intermediate
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Adept</b>
	<b>Value Diversity</b>	<b>Adept</b>
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	<b>Influence and Negotiate</b>	<b>Advanced</b>
 Results	<b>Deliver Results</b>	<b>Advanced</b>
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	<b>Finance</b>	<b>Adept</b>
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	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
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Keep up to date with relevant contemporary knowledge and practices</li> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate and maintain a high level of personal motivation</li> </ul>
<b>Personal Attributes</b> Value Diversity & Inclusion	Adept	<ul style="list-style-type: none"> <li>Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders</li> <li>Demonstrate cultural sensitivity, and engage with and integrate the views of others</li> <li>Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences</li> <li>Recognise and adapt to individual abilities, differences and working styles</li> <li>Support initiatives that create a safe and equitable workplace and culture in which differences are valued</li> <li>Recognise and manage bias in interactions and decision making</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>
<b>Relationships</b> Influence and Negotiate	Advanced	<ul style="list-style-type: none"> <li>Influence others with a fair and considered approach and present persuasive counter-arguments</li> <li>Work towards mutually beneficial 'win-win' outcomes</li> <li>Show sensitivity and understanding in resolving acute and complex conflicts and differences</li> <li>Identify key stakeholders and gain their support in advance</li> <li>Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>Anticipate and minimise conflict within the organisation and with external stakeholders</li> <li>Seek and apply the expertise of key individuals to achieve organisational outcomes</li> <li>Drive a culture of achievement and acknowledge input from others</li> <li>Determine how outcomes will be measured and guide others on evaluation methods</li> <li>Investigate and create opportunities to enhance the achievement of organisational objectives</li> <li>Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>Control business unit output to ensure government outcomes are achieved within budgets</li> <li>Progress organisational priorities and ensure that resources are acquired and used effectively</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team and unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate outcomes and adjust future plans accordingly</li> </ul>
Business Enablers Finance	Adept	<ul style="list-style-type: none"> <li>Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures</li> <li>Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures</li> <li>Understand the impacts of funding allocations on business planning and budgets</li> <li>Identify discrepancies or variances in financial and budget reports, and take corrective action</li> <li>Know when to seek specialist advice and support and establish the relevant relationships</li> <li>Make decisions and prepare business cases, paying due regard to financial considerations</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes</li> <li>Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>Develop work plans that consider capability, strengths and opportunities for development</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Be aware of the influences of bias when managing team members</li><li>• Seek feedback on own management capabilities and develop strategies to address any gaps</li><li>• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way</li><li>• Monitor and report on team performance in line with established performance development frameworks</li></ul>