

Role Description

Post Placement Support Officer, 1000 Government Apprentices and Trainees Recruitment Support (GATRS)

Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Education Skills Reform / Training Services NSW / Industry Community Relations / NSW Government 1,000 Apprentice Trainee Recruitment and Support (GATRS) team
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	12 February 2024
Agency Website	www.det.nsw.edu.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia. Training Services NSW leads and manages the implementation of funded vocational education and training programs and services across the NSW training market including contracting and funding providers, quality assurance, leading reforms and administering apprenticeships and traineeships and Aboriginal programs.

Training Services NSW

The Branch also has a major role in industry and community relations and in supporting the business operations and systems, including forecasting, budget management, accounting and reporting activities for the large VET budget.

The Branch has frontline staff in 9 Regional Centres who manage relationships with providers and

employers and implement and administer funded vocational education and training programs and services across the State.

Primary purpose of the role

The support officer will support the implementation of the newly funded NSW Government Apprenticeship and Traineeship Recruitment and Support Team (GATRS) that will support NSW Government agencies and State-Owned-Corporations who are seeking assistance in the recruitment and management of apprentices and trainees.

This team is being funded as part of the NSW Government's election commitment to place an additional 1,000 apprentices and trainees into NSW Government Departments and State-Owned-Corporations over the next three years. This role is time limited and will deliver on key outcomes to improve the take up of apprenticeships and traineeships with NSW Government Agencies and State-Owned-Corporations. The long term goal is for this team to be a resource to encourage and enhance the use of apprenticeship and traineeship pathways into employment within the NSW public service.

The support officer will provide pre and post placement support to Government Agencies and State Owned Corporations who are seeking assistance in the recruitment and management of apprentices and trainees, including training contract sign up support, selection of the training organisations, mentoring through pastoral care and monitoring the progress of the apprenticeship or traineeship.

This role is ideally suited to a person who has the ability to demonstrate their experience in the Vocational, Education and Training sector and has the capabilities and experience in the promotion and recruitment of apprentices and trainees on a large scale whilst mentoring apprentices, trainees and agency supervisors.

Note - this is a temporary role to 30 June 2026 with a potential extension

Key accountabilities

- Act as a point of contact and provide advice and support to Government Agencies, Australian apprentices and trainees to encourage the successful commencement, retention and completion of the program
- Provide mentoring and pastoral care for apprentices and trainees
- Assist Government Agencies and be present at the sign up process
- Support various vocational education and training programs and projects to provide high quality service for the promotion of apprenticeships and traineeships within NSW Government Agencies and State Owned Corporations

Key challenges

- Working in a high volume environment with minimal supervision.
- Identifying early warning signs through pastoral care
- Maintaining up to date knowledge of vocational education and training in a constantly changing environment.
- Effective communication with various stakeholders

Key relationships

Internal

Who	Why
Senior staff in the Government Apprentices and Trainees Recruitment Support Team (GATRS).	<ul style="list-style-type: none">• Work collaboratively within the team environment to identify challengers
Staff in Training Services NSW and across the Department of Education	<ul style="list-style-type: none">• Assist with the development and maintenance of effective working relationships to foster collaboration, consultation and engagement for the delivery of integrated support services for apprentices, trainees and their employers

External

Who	Why
Stakeholders including Government Agencies and their apprentices and trainees, training organisations and apprenticeship centres.	<ul style="list-style-type: none">• Act as a point of contact and provide advice and support to Government Agencies and Australian apprentices and trainees to encourage the successful commencement, retention and completion of Australian apprenticeships

Role dimensions

Decision making

The role:

- acts independently in performing its core work functions and applies specialized knowledge, skills and professional judgement to achieve outcomes
- consults with the manager on matters that are sensitive and/or contentious to agree on a suitable way forward.

Reporting line

This role reports to the Manager

Direct reports

Nil

Budget/Expenditure

N/A

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

- A demonstrated understanding of and commitment to the value of public education
- A Working with Children Check is an essential requirement for this role. The role has been identified as requiring a check in keeping with the Child Protection (Working with Children) Act 2012.
- Current driver's licence and a willingness to travel

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.


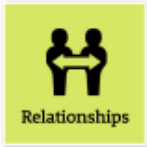
The capabilities are separated into focus capabilities and complementary capabilities

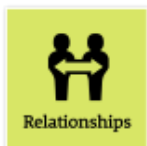
Focus capabilities

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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct• Recognise and report misconduct and illegal and inappropriate behaviour• Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Focus on key points and speak in plain English• Clearly explain and present ideas and arguments• Listen to others to gain an understanding and ask appropriate, respectful questions• Promote the use of inclusive language and assist others to adjust where necessary• Monitor own and others' non-verbal cues and adapt where necessary• Write and prepare material that is well structured and easy to follow• Communicate routine technical information clearly	Intermediate

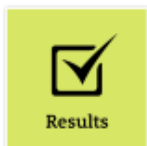


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Be proactive in taking responsibility and being accountable for own actions
- Understand delegations and act within authority levels
- Identify and follow safe work practices, and be vigilant about own and others' application of these practices
- Be aware of risks and act on or escalate risks, as appropriate
- Use financial and other resources responsibly

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness











- 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

Intermediate

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	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	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational