

Role Description

Training Coordinator

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Skills & Higher Education / Training Services NSW / Regional Operations
Location	Various Metropolitan and Regional Centres
Classification/Grade/Band	Clerk Grade 7/8
Role Number	215474
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	May 2020
Agency Website	www.det.nsw.edu.au

Agency overview

The NSW Department of Education 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.

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.

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

Supports the delivery of integrated support services for apprentices, trainees and their employers, fosters engagement with stakeholders and promotes and markets vocational education training and employment programs and services across the regional area.

Key accountabilities

- Support students, employers, training organisations and other customers to access relevant and effective vocational education and training and employment programs.
- Provide advice and support to employers and apprentices and trainees to increase training and employment participation and completion rates.
- Undertake monitoring of regulatory and contractual compliance of employers, students and Registered Training Organisations to ensure high quality training is being delivered.
- Oversee the administration of programs and projects to ensure their effective delivery and timely and accurate reporting
- Participate in the Training Services NSW' Regional Centre management team to provide input from an operational perspective.

- Plan, program and coordinate activities for Regional Centre staff to ensure compliance with regulations, delegations and contractual arrangements and to ensure quality service delivery.
- Prepare correspondence, briefings and reports to support the effective operations of the Regional Centre.

Key challenges

- Maintaining up to date knowledge of vocational education and training in a constantly changing environment
- Establish and maintain effective relationships with diverse stakeholders to support an increase in the participation and retention of people in vocational education and training.

Key relationships

Who	Why
Internal	
Senior staff in Training Services NSW and senior managers across the Department	<ul style="list-style-type: none"> • Support effective working relationships to foster collaboration, consultation and engagement for the delivery of integrated support service for apprentices, trainees and their employers.
External	
Stakeholders including apprentices, trainees, other students and their employers, training organisations and industry	<ul style="list-style-type: none"> • Support effective working relationships to foster collaboration, consultation and engagement for the delivery of integrated support service for apprentices, trainees and their employers. • Provide accurate and timely information and advice.

Role dimensions

Decision making

The role:

- Act independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes.
- Consults with Manager on matters that are sensitive and contentious to agree on a suitable way forward.

Reporting line

Regional Manager

Direct reports

Up to 4 direct reports

Budget/Expenditure

TBA

Essential requirements

- Aboriginality is an essential requirement for this role. The role has been identified as an Aboriginal role in accordance with the provisions of Section 14 of the *Anti-Discrimination Act 1977*.
- Knowledge of and commitment to the Department's Aboriginal Education policies.






- 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 drivers licence and a willingness to travel

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. Further information about the NSW Capability Framework can be found at <http://www.psc.nsw.gov.au/Sector-Support/Capability-Framework>.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 Act with Integrity	Intermediate	<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 follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
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
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
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks 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 Identify and escalate any possible variance from project plans
Business Enablers Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks