|  |  |
| --- | --- |
| **Cluster** | Customer Service |
| **Agency** | Department of Customer Service |
| **Division/Branch/Unit** | Corporate Services / People and Culture / Employee Experience and Talent |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **ANZSCO Code** | 599411 |
| **PCAT Code** | 1224349 |
| **Date of Approval** | November 2019 |

Primary purpose of the role

Support the delivery of innovative learning and development policies, processes, programs and reporting across the organisation to enable the development of the workforce to meet ongoing and changing organisational needs and facilitate a positive employee experience

# Key accountabilities

* Develop, implement and monitor systems, procedures and methods, adapting processes and techniques to facilitate the design and delivery of programs, and make recommendations to improve efficiency, cost management and service delivery
* Plan and deliver a range of administrative services to enable the effective, efficient and timely delivery of learning and development programs
* Support the development and modification of training programs and course materials, policies, plans and strategies to deliver effective operationally-focused learning program in a variety of settings including classroom, workplace and online
* Gather and collate information, and prepare documentation and reports to provide accurate, timely and complete information to enable planning, review and continual improvement of services
* Provide project management support and administrative services to enable projects to have accurate and up-to-date information, and track progress and issues
* Collate and maintain the learning and development calendar to provide accurate and up-to-date information to providers and participants, and support effective implementation of events
* Coordinate and manage relevant records and databases, complying with systems, processes and polices to ensure that all information is accurate, stored correctly and accessible

Key challenges

* Working independently, delivering quality services and negotiating workable timeframes, given competing operational demands and priorities with the need to address unforeseen issues, the high volume of work
* Continually monitoring and reviewing processes, systems, procedures and schedules to develop practical and effective solutions given the complexity of programs and the size and variability of the Organisation’s work
* Planning and managing the coordination of resources required to deliver events, and finding solutions given the ever-changing requirements and unforeseen problems with delivery

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise, receive guidance and instructions * Provide regular updates advice on administrative and project processes * Provide recommendations and inform through reporting any sensitive and emerging issues |
| Work team | * Support the team and work collaboratively to contribute to achieving the team’s business outcomes * Participate in meetings to share information and provide input on issues * Provide services and advice to others across the Division |
| Business units | * Provide updates on project and program status * Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues * Address/respond to queries and provide solutions where possible, or redirect query to relevant area |
| **External** |  |
| Customers/stakeholders | * Develop and maintain effective working relationships and open channels of communication * Respond to queries, identify needs gather information, communicate services and redirect, escalate or resolve issues * Contribute to a customer focused approach to service delivery |
| Vendors/Service Providers and Consultants | * Develop and maintain effective working relationships and open channels of communication * Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues * Coordinate and monitor the supply of goods and services |

# Role dimensions

## Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

## Reporting line

Senior Learning and Development Specialist

## Direct reports

This role has no direct reports

## Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Nil

# 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)

This role also has Occupational specific capabilities. The occupational specific capabilities for this role are available at <https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/human-resources-capability-set>

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

| Human Resources Professionals Capability Set | | |
| --- | --- | --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | **Employee Services** | **Level 1** |

## 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**  Manage Self | Intermediate | 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  Maintain own motivation when tasks become difficult |
| **Relationships**  Communicate Effectively | Adept | 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**  Commit to Customer Service | Intermediate | Support a culture of quality customer service in the organisation  Demonstrate a thorough knowledge of the services provided and relay 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  Co-operate across work areas to improve outcomes for customers |
| **Results**  Deliver Results | Intermediate | Complete work tasks to agreed budgets, timeframes and standards  Take the initiative to progress and deliver own and team/unit work  Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals  Seek and apply specialist advice when required |
| **Business Enablers**  Project Management | Intermediate | 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 |

| Human Resources Professionals Capability Set | | |
| --- | --- | --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Human Resources Professionals Capability Set**  Employee Services | Level 1 | Respond to basic employment queries and provide relevant information, explanation and advice to employees  Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary  Assist in the delivery of basic workforce management services (e.g. induction/orientation, payroll) in line with service-level agreements for the division or organisation  Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience  Implement systems and processes to measure the efficiency of third party suppliers  Maintain service excellence and support during times of change  Comply with organisational procedures and legislative/ regulatory requirements |