

Role Description

Senior Manager Training, Exercise Planning and Delivery



Cluster	Justice
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Training
Location	State Headquarters / Zone
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	132311
Role Number	52015378
PCAT Code	3228211
Date of Approval	31 May 2018
Agency Website	www.ses.nsw.gov.au

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 for the role

Lead a team in the implementation, management and evaluation of the NSW SES state-wide Training and Exercise Plan, including undertake organisational training needs analysis that supports the identification, development, engagement and allocation of training and assessment resources, and manage the funding, coordination and review of Exercises to ensure staff build capability and support the achievement of the organisation's operational objectives.

Key accountabilities

- Manage the inception, development and coordination of organisational training needs analysis across zones to identify and inform current and future skills requirement
- Lead the development and deployment of the NSW SES state-wide training plan
- Lead a geographically dispersed specialist team in the implementation, management and evaluation of the NSW SES state-wide training plan, including logistical support and monitoring of training program

performance to inform allocation of resources and identify continual improvements, to build organisational capability and enable delivery of SES operations

- Oversee the coordination of organisational exercises, including lead the sourcing of funding and implementation of reviews and evaluation of performance, providing specialist advice and analysis to enable and inform strategic decision making in training design
- Manage the collation and analysis of NSW SES volunteer trainer and assessor data, to inform organisational understanding of capability and availability to develop a resourcing plan that enables the delivery of the State-wide Training Plan
- Lead proactive audit and identification of organisational volunteer skill set, including qualification currency, to enable the development of an agile, qualified, mobile resource team of trainers and volunteers
- Partner with the NSW SES executive management team, leading collaboration across the zones, to contribute to a seamless, standardised, consistent end-to-end delivery of training and assessment service delivery
- Lead, manage and plan to ensure effective and compliant utilisation of assets and resources (includes encouraging and supporting mobility, responsibility for budget/financial performance, and compliance with governance, work health & safety and other requirements)

Key challenges

- Leading delivery of standardised training and assessment programs and services across the State given the constraints of a geographically dispersed structure and variances in approach to Training
- Sourcing and sustaining funding that enables stable, progressive delivery of training programs and services in a competitive environment
- Managing a centralised training function that delivers seamless, end-to-end training and assessment program and services state wide whilst leading organisational change towards a virtual, mobile yet unified future state workforce

Key relationships

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

Who	Why
External	
Other Government Agencies	<ul style="list-style-type: none"> Consultation, negotiations and information sharing on programs and initiatives particularly across emergency services within the NSW Justice Cluster and more broadly across other jurisdictions
Other Industry	<ul style="list-style-type: none"> 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.

Role dimensions

Decision making

The role routinely makes decisions based on research, best practice and government requirements that define or substantially impact Training services. The role makes own decisions concerning routine team/branch organisational planning and performance management issues, and related matters, within the relevant policy and organisational frameworks. 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.

Reporting line

The role reports directly to the Director Training

Direct reports

The role has 7 direct reports:

Manager Capability & Resource Planning
 Zone Coordinator Exercise Planning & Design
 Zone Training Advisor x 5

Budget/Expenditure

Salary: \$1,082,915

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

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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Advanced
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	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 Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Personal Attributes Value Diversity	Advanced	<ul style="list-style-type: none"> Encourage and include diverse perspectives in the development of policies and strategies Leverage diverse views and perspectives to develop new approaches to delivery of outcomes Build and monitor a workplace culture that values fair and inclusive practices and diversity principles Implement methods and systems to ensure that individuals can participate to their fullest ability Recognise the value of individual differences to support broader organisational strategies
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Deliver Results		<ul style="list-style-type: none"> Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate including contingency provisions Monitor progress of initiatives and make necessary adjustments Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately Consider the implications of a wide range of complex issues, and shift business priorities when necessary Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> Refine roles and responsibilities over time to achieve better business outcomes Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning Provide timely, constructive and objective feedback to staff

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives