

Role Description

Learning and Development Consultant



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry and Environment
Division/Branch/Unit	People, Performance & Culture / Capability and Executive Services
Location	Hurstville / Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
Role Number	Generic
ANZSCO Code	223111
PCAT Code	1224392
Date of Approval	July 2019
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster brings together the functions from the former Planning & Environment and Industry Clusters.

The new Cluster will drive for greater levels of integration and efficiency across key areas such as long term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. In particular, there will be a redoubling of emphasis on regional NSW.

Primary purpose of the role

Provide expert advice and solutions regarding learning and organisational development initiatives and practices to help clients build capability to achieve people management, change and business improvement outcomes.

Key accountabilities

- Provide professional advice and support in the identification and implementation of organisational development and learning strategies to support business performance.
- Assist in conducting capability needs analysis to identify priority capability development areas for investment by the organisation.
- Assist in developing and implementing programs and initiatives to build the capability of our leaders.
- Extract and manipulate data from multiple sources and undertake data validation to ensure data integrity and accuracy is retained when developing reports.
- Assist in the development of communication strategies, project plans, systems, processes, tools and key metrics analysis to embed successful program and strategy delivery and implementation.

- Provide a range of financial services to support the day to day operation of the business unit.
- Support the development, sourcing and assessment of face-to-face and e-learning solutions.

Key challenges

- Providing consistently high levels of service given competing priorities and time constraints.
- Understanding the diversity of learning needs within the agency and negotiating outcomes with a variety of clients with conflicting needs and deadlines.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and support and exchange information. • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Work team	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving business outcomes. • Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing. • Provide strategic and technical training advice.
Staff	<ul style="list-style-type: none"> • Provide strategic and technical training advice. • Provide information on capability development solutions.
External	
Key external bodies including the Public Service Commission and other government agencies	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication on voluntary redundancy initiatives and redeployment opportunities.

Role dimensions

Decision making

This position provides expertise in its area of responsibility and exercises judgement and initiative in this capacity. Working under the direction of the Manager, it priorities the workload to meet deadlines and makes operational decisions on a daily basis. It interprets and advises on relevant policies and frameworks, identifies areas where capability development and quality improvement strategies are required. It determines appropriate learning/organisational strategies, program logistics and selects appropriate providers for capability development activities. In consultation with the Manager it determines the allocation of resources.

Reporting line

Manager Capability Development

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Certificate IV in Training and Assessment or willingness to obtain.





Extensive experience in a diverse organisation in a Learning and Development and/or Organisational Development role.

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	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
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> 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 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
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
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
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Make effective use of records, information and knowledge management functions and systems• Understand and comply with information and communications security and acceptable use policies• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies