Role Description
Training Coordinator (Specialist)

Cluster	Regional NSW
Agency	Local Land Services
Location	Orange
Classification/Grade/Band	Advisory and Technical Stream LLS Grade 7
Role Family (internal use only)	Bespoke / Communication and Engagement / Deliver
ANZSCO Code	223311
PCAT Code	1224392
Date of Approval	August 2018 (updated December 2020)
Agency Website	www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

Primary purpose of the role

The role is responsible for planning, coordinating and implementing required training for Local Land Services.

Key accountabilities

- Plan, co-ordinate and deliver ICT training and education pathways for specialist staff functions to deliver a well-trained workforce that meets LLS responsibilities and objectives.
- Develop and maintain an internal skills and training register to ensure that technical skill development requirements are identified and records are kept in accordance with legislation and the Department's policies and procedures.
- Co-ordinate and lead user acceptance testing for ICT Programs as required.
- Provide learning opportunities for staff through various channels, including:
    - Delivering statewide Interactive and Online training
    - Delivering Face-to-face regionally based training
- Coordinate post implementation user support by providing a comprehensive support and advice service, developing and maintaining partnerships with staff and managers

- Conduct continuous improvement and contribute to the development of training packages and course documentation for future use.

Key challenges

- Identifying training and skills gaps and ensuring training, documentation and resource materials address changes in legislation and business objectives
- Managing competing priorities to deliver high quality responsive support services as well as timely resolution of issues and delivery of training services
- Work collaboratively and proactively with a diverse range of stakeholders to deliver new learning solutions which challenge existing paradigms

Key relationships

Who	Why
Internal	
Lead Business Analyst	- Escalate issues, provide advice and receive direction - Contribute to the provision of advice and guidance on system support and training initiatives - Report on activities, provide advice and gain direction on key issues - Participate in meetings to represent work group perspective and share information about day to day and medium to long term issues
Business Partner Organisation Development	- Liaise/coordinate on training needs and development across LLS to ensure consistency and effectiveness.
Internal stakeholders	- Provide support and advice for resolution of system issues - Build relationships with internal clients to provide training programs - Communicate clearly and effectively to ensure successful delivery of training to clients - Work collaboratively to achieve business outcomes - Build and maintain positive relationships with internal stakeholders

Role dimensions

Decision making

- Uses own discretion to prioritise workload and coordinate training activities
- Refers to the manager issues that require a higher level of delegation

Reporting line

Lead Business Analyst

Direct reports

Nil

Budget/Expenditure

TBA

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Key knowledge and experience

- Experience in the design of adult learning and technology enhanced learning resources, with experience in delivering ICT training and education pathways for specialist staff functions

Essential requirements

- Tertiary qualifications in organisational development, learning and development, adult education or equivalent, or extensive demonstrated experience in a learning and development role.
- Certificate IV in Training and Assessment

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**
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging	Adept

		• goals	
		• Examine and reflect on own performance	
		• Seek and respond positively to constructive feedback and guidance	
		• Demonstrate and maintain a high level of personal motivation	
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and	Adept

		commitment to quality outcomes	acknowledge staff success in achieving these	
			• Identify resource needs and ensure goals are achieved within set budgets and deadlines	
			• Use business data to evaluate outcomes and inform continuous improvement	
			• Identify priorities that need to change and ensure the allocation of resources meets new business needs	
			• Ensure that the financial implications of changed priorities are explicit and budgeted for	
		Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence	Adept
			• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience	
			• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience	
			• Seek contributions and ideas from people with diverse backgrounds and experience	
			• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness	
			• Identify and share business process improvements to enhance effectiveness	
		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	Intermediate
			• 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	
Business Enablers		**Project Management** Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits	Adept
			• Prepare clear project proposals and accurate estimates of required costs and resources	
			• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements	
			• Identify and evaluate risks associated with the project and develop mitigation strategies	
			• Identify and consult stakeholders to inform the	

project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

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