

Role Description

Learning Delivery Advisor

Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	People Group / People Culture & Capability / Learning Delivery
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	551211
PCAT Code	1113292
Date of Approval	12 September 2022
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages. We ensure young children get the best start in life by supporting and regulating the early childhood education sector.

We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The Learning Delivery Advisor delivers learning programs to meet the Learning Strategy objectives.

Key accountabilities

- Deliver allocated courses, either face to face or online, as per the course delivery plan, with good understanding of the learning objectives, content and delivery requirements.
- Assess learning courses, events, and content periodically, highlight gaps, and provide recommendations to senior officers and stakeholders for corrective actions.
- Coordinate the gathering of learning materials and associated documentation to support the preparation for the delivery of professional learning programs.
- Provide support and contribute to the management and maintenance of professional learning courses implementation, with target to achieving exceptional customer satisfaction.
- Build and maintain effective professional relationships and communication with stakeholders to deliver on time, quality learning courses and events with exceptional customer experience.
- Perform evaluation assessments, and prepare reports as required, for each professional learning course and event delivery.

- Provide data entry, document management, and effective records management to facilitate accurate, timely and quality professional learning courses and events delivery.

Key challenges

- Implementing capability development programs where there are limitations on face-to-face interaction due to environmental influences.
- Planning and prioritising high volumes of work while balancing competing conflicting stakeholder requirements.

Key relationships

Internal

Who	Why
Lead	<ul style="list-style-type: none"> • Provide regular status reports • Consult regarding the management of sensitive, high-risk or business-critical matters • Receive ongoing performance feedback, coaching and development
Customers	<ul style="list-style-type: none"> • Deliver high quality, impactful customer-focused services
Team members	<ul style="list-style-type: none"> • Support and share information with colleagues to achieve team goals and provide and seek assistance

External

Who	Why
Key stakeholders	<ul style="list-style-type: none"> • Contribute to the development and maintenance of effective working relationships that promote open channels of communication consultation and engagement

Role dimensions

Decision making

Works as part of a team and uses initiative in decision making as part of a collaborative decision-making process.

Consults with the Manager on sensitive, high-risk or business critical, matters to agree on a suitable course of action.

Reporting line

Learning Delivery Lead

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience in delivering people management development programs and initiatives.
- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Valid Working with Children Check.

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.


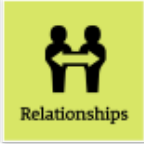
The capabilities are separated into focus capabilities and complementary capabilities

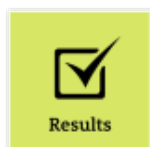
Focus capabilities

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 behaviors expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<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• Stay motivated when tasks become difficult	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• 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

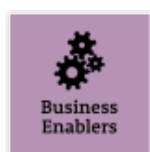


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and 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

Adept



Technology

Understand and use available technologies to maximise efficiencies and effectiveness





- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies









Intermediate

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate

	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational