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| **Cluster** | Stronger Communities |
| **Agency** | Fire and Rescue NSW (FRNSW) |
| **Directorate/Branch/Unit** | HROD |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Kind of Employment** | Temporary |
| **Role Number** | 52020368 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 3119192/1121492 |
| **Agency Website** | www.fire.nsw.gov.au |

# Agency overview

Fire and Rescue NSW (FRNSW) is one of the world’s largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

# Primary purpose of the role

The Senior Project & Training Officer manages and coordinates the development, implementation and evaluation of complex training and awareness-raising projects to achieve project and change outcomes and support the achievement of organisational objectives.

# Key accountabilities

* Manage and oversee all aspects of project planning, development and implementation for a range of complex change projects, including developing project plans, coordinating resources, managing budgets, meeting reporting requirements, and supporting project-related activities, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope in line with established agency project management methodology.
* Collaboratively develop, design and implement training and awareness-raising projects across a variety of delivery models, including face-to-face and virtual, that meet NSW Government regulatory requirements, especially those concerning the Sex Discrimination Act 1984 and Positive Duty requirements.
* Collaboratively develop and implement a pilot independent complaint model to facilitate independent and anonymous reporting of sexual harassment and other staff complaints across FRNSW.
* Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage staff and stakeholders and ensure project deliverables are met.
* Research, recommend and utilise evidence-informed training and awareness-raising initiatives that enhance learning and empower leaders to adhere to and enforce positive duty requirements.
* Monitor and evaluate all aspects of project implementation, including the effectiveness of professional learning initiatives, risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes.
* Provide advice and information to stakeholders on emerging project issues and to support project development and delivery in line with established plans, budgets, timeframes, policy objectives and other project and priorities

# Key challenges

* Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
* Achieving training project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.
* Designing and delivering professional learning across different platforms that meets the needs of a diverse workforce located across metropolitan, regional and rural areas of NSW while meeting regulatory requirements and utilising cost-effective methods.

**Key relationships**

| **Who** | **Why** |
| --- | --- |
| **Internal** |  |
| Manager | * Receive guidance and provide regular updates on key projects, issues and priorities * Provide advice and contribute to decision making * Identify emerging issues/risks and their implications and propose solutions |
| Project Team | * Guide, support, coach and mentor team members * Work collaboratively to contribute to achieving team outcomes |
| Stakeholders | * Maintain effective relationships and networks to foster collaboration, consultation, and engagement on the management of compliance priorities, and the delivery of initiatives to improve awareness of and adherence to said priorities. * Report and provide updates on project progress * Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation |
| **External** | |
| Stakeholders | * Maintain effective relationships to foster collaboration and provide advice on training and project-related matters * Report and provide updates on project progress * Engage and consult in the resolution of project issues |
| Vendors/Service Providers and Consultants | * Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements * Consult, provide and obtain information, negotiate required outcomes and timeframes * Resolve and provide solutions to issues |

# Role dimensions

## Decision making

The role has autonomy in coordinating and managing their work. The Senior Project & Training Officer makes decisions on matters under their direct control. The Senior Project & Training Officer will need to negotiate tasks and deadlines with senior managers.

The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the role may consult with the project Director / Project Sponsor on more complex matters.

## Reporting line

The role reports to the –Director HR and ODL

## Direct reports

Nil **–** TBC **-** May be responsible for a small project team or contractors.

## Budget/Expenditure

## As per FRNSW Delegations Manual

# Key knowledge and experience

* Experience in strategic and innovative project management and an excellent understanding of project methodologies, processes and procedures.
* Experience in coordinating and facilitating corporate training, preferably within a government environment and to achieve regulatory compliance.
* Knowledge of the *Sex Discrimination Act 1984* in relation to Positive Duty requirements to prevent unlawful conduct from occurring in the workplace or in connection to work

# Essential requirements

Relevant tertiary qualifications or equivalent experience.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** | |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | * Be flexible, show initiative and respond quickly when situations change * Give frank and honest feedback and advice * Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately * Raise and work through challenging issues and seek alternatives * Remain composed and calm under pressure and in challenging situations | | | Adept | |
|  | **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 | |
|  | **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 | |
|  | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate ideas to achieve a consensus * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal and external stakeholders * Anticipate and minimise conflict | | | | 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 | |
|  | **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 * 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 | | | | Adept | |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | * Prepare and review project scope and business cases for projects with multiple interdependencies * Access key subject-matter experts’ knowledge to inform project plans and directions * Design and implement effective stakeholder engagement and communications strategies for all project stages * Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning * Develop effective strategies to remedy variances from project plans and minimise impact * Manage transitions between project stages and ensure that changes are consistent with organisational goals * Participate in governance processes such as project steering groups | | | | Advanced | |

# 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** |
|  |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
|  |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  |  |  |  |
| 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 |
|  | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |