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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Sheriff’s Office |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | 57300381 |
| **ANZSCO Code** | 223311 |
| **PCAT Code** | 1224391 |
| **Date of Approval** | 13 March 2024 | **Ref: SO 0027** |
| **Agency Website** | www.dcj.nsw.gov.au |

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Coordinates the day-to-day delivery of training and assessment services within the NSW Sheriff and Justice Academy, the Registered Training Organisation of the NSW Sheriff’s Office. The role will supervise a team of Learning and Development Officers and ensure that training and assessment services are delivered in a timely manner to meet the training needs of the NSW Sheriff’s Office, and NSW Sheriff and Justice Academy.

# Key accountabilities

* Supervise a team of Learning and Development Officers in the delivery of training and assessment services.
* Supervise the design, development, and delivery of training materials to meet the needs of the NSW Sheriff’s Office and the NSW Sheriff and Justice Academy.
* Contribute to the development and implementation of learning and development objectives in alignment with business area and divisional business plans.
* Evaluate and report on the effectiveness of operational training programs and services.
* Provide guidance and supervision in relation to quality auditing, VET compliance and promote compliance with ASQA quality standards.
* Preparing correspondence, briefings and reports on findings, emerging issues, risks and proposed solutions.
* Collaborate with managers and staff to identify training requirements, gaps in occupational capabilities and skillsets across the NSW Sheriff’s Office.

# Key challenges

* Developing and maintaining effective working relationships with staff and stakeholders across the Department.
* Maintaining current knowledge of programs and key initiatives in the market & across the government in a constantly changing environment.
* Monitoring and ensuring that all NSW Sheriff and Justice Academy training programs across the NSW Sheriff’s Office comply with relevant government policies, procedures, corporate governance, and statutory requirements as well as identifying skills gaps & capability shortcomings and provide effective recommendations to amend training modules.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Sheriff of NSW, Chief Superintendent Learning and Development, Director Operational Capability and Performance & Regional Commanders | * Seek high level advice and operational guidance towards planning for agency’s operational training objectives.
* Escalate training deficiencies and issues to seek directions regarding remedial action.
* Support the operational training portfolio and NSW Sheriff and Justice Academy for the executive and the senior management.
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| People Branch / Human Resources | * Provide specialist advice and guidance, provide information and negotiate priorities and activities.
* Monitor issues and review implications for the NSW Sheriff’s Office
* Provide specialist advice and contribute to the development of department strategies
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| Team Members, Officers in Charge & Sheriff’s Officers | * Provide guidance and advice and respond to queries regarding operational training issues; liaise to gain an understanding of client needs.
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| **External** |  |
| Registered Training OrganisationProduct Suppliers | * Liaise regarding the development and delivery of learning and development programs.
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# Role dimensions

## Decision making

The Learning and Development Team Leader will:

* Make independent decisions in relation to the efficient co-ordination of workflow and supervision of Learning and Development Officers through sound judgment and discretion.
* The role is responsible for providing an oversight over NSW Sheriff and Justice Academy by providing advice and guidance with regards to the development, design and implementation of operational training.
* The role works independently with regards to delivering timely and high-quality learning and development programs and services.

The role manages training related assets and financial issues with support from the training team as per the pre-approved financial delegation.

## Reporting line

The role reports directly to the Chief Superintendent – Learning and Development Manager

## Direct reports

The role has up to 6 direct reports.

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience in the management, coordination and facilitation of training and assessment activities in a law enforcement or similar agency.
* Experience and subject matter expertise relevant to law enforcement or similar operations.
* Experience and capability in the design and development of curriculum materials, lesson plans, student learning resources, electronic media presentations.
* High level knowledge and understanding (or ability to rapidly acquire such) of Enterprise Registered Training Organisation (RTO) management, administration and compliance.

# Essential requirements

* Certificate IV in Training and Assessment TAE40116 or equivalent.
* Tertiary qualifications in business management, administration, or leadership and management; or equivalent experience.
* Current drivers’ licence.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# 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** |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible and adaptable and respond quickly when situations change
* Offer own opinion and raise challenging issues
* Listen when ideas are challenged and respond appropriately
* Work through challenges
* Remain calm and focused in challenging situations
 | Intermediate |
| Relationships logo  | **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 |
| Relationships logo  | **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 |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |
| Business Enablers logo | **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 |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | Intermediate |
| People Management logo | **Manage Reform and Change**Support, promote and champion change, and assist others to engage with change | * Support teams in developing new ways of working and generating innovative ideas to approach challenges
* Actively promote change processes to staff and participate in communicating change initiatives across the organisation
* Provide guidance, coaching and direction to others who are managing uncertainty and change
* Engage staff in change processes and provide clear guidance, coaching and support
* Identify cultural barriers to change and implement strategies to address these
 | Adept |

# 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 is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| 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 |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| 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 |
| Business Enablers logo |  |  |  |
| 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 project planning, coordination and control methods | Intermediate |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |