

ROLE DESCRIPTION

Senior Learning and Development Officer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Strategy & Governance/ Corrective Services Academy	
Location	Eastwood	
Classification/Grade/Band	Clerk Grade 9/10	
Role Number	Various	
ANZSCO Code	223311	
PCAT Code	1228292	
Date of Approval	28 June 2024	Ref: CS0293
Agency Website	www.correctiveservices.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

Primary purpose of the role

Manage the design, development and delivery of quality learning and assessment programs across the Division to contribute to the achievement of performance planning objectives and develop industry specific occupational and behavioural capabilities required of staff.

Key accountabilities

- Design, develop, co-ordinate and deliver effective operationally focused staff learning programs to meet identified organisational development objectives.
- Manage stakeholder engagement and consultation processes and provide specialist advice to identify training needs and requirements, capability and skill gaps and appropriate learning strategies.
- Manage, support and assess staff learning using a range of support tools and assessment methods.
- Coach and mentor staff, provide constructive feedback and facilitate ongoing professional development through a performance and development framework to actively contribute to a professional, empowering and respectful workplace culture.

- Manage and supervise learners undertaking a qualification
- Develop; coordinate and implement key learning strategies , policies, plans and initiatives, ensuring high quality service.
- Evaluate and report on the outcomes of programs, benchmark and validation activities including preparing correspondence, briefings and reports on findings, emerging issues, risks and solutions.
- Ensure compliance of operations with the national standards for Registered Training Organisations (RTO) and other regulatory requirements, e.g., Vocational Education & Training (VET) Quality Framework.

Key challenges

- Delivering innovative and strategic staff learning solutions within an environment of limited resources, competing priorities and significant change to achieve corporate and business objectives.
- Ensuring work quality is high and compliant with National standards for Registered Training Organisations and other regulatory and organizational requirements.
- Providing operational support and advice to staff whilst effectively maintaining current knowledge of best practice in learning and assessment and related skills, as well as current knowledge of key programs and initiatives across the Division.

Key relationships

Who	Why
Internal	
Manager	• Manager for leadership and guidance.
Managers across the Division	• Provide specialist advice and guidance, provide information, develop appropriate strategies and negotiate priorities and activities. • Persuade key contacts within the Division to adopt organisational and procedural changes to learning and development.
All staff	• Liaise to gain an understanding of client needs; provide guidance and advice and respond to queries regarding learning and assessment issues.
Learning and Development Officers	• Provide leadership and support to all staff within the team.
Human Resources	• Monitor issues and review implications for the Division; provide specialist advice and contribute to the development of learning and development strategies.
External	
Contractors and external service providers	• Coordinate the outsourced development and delivery of learning and development programs.

Role dimensions

Decision making

The role exercises autonomy on a day to day basis within the overall framework of the unit's business plan. The role holder consults with stakeholders and manages the design, development, delivery and scheduling of learning and

assessment programs in consultation with the Manager and ensures that these comply with Corrective Services NSW Academy policies and procedures.

The role is expected to make correct decisions based on an individual assessment of each situation.

Reporting line

Manager, Community Workplace and Training Unit

Direct reports

- Learning and Development Officers
- Learners undertaking a qualification

Essential requirements

- Certificate IV in Training and Assessment (TAE40110 or its successor).
- Relevant vocational qualifications and experience in training delivery areas.
- Current NSW Drivers licence and willingness to travel in the course of performing the role.

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](#) 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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• 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
 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
 Relationships	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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	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
 Business Enablers	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	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• 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	
 People Management	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

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	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	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	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	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational