



# Job Description Form

## 013798 Standards and Compliance Officer

### Learning Support Services

#### POSITION DETAILS

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Classification Level:	5
Award/Agreement:	PSA 1992 / PSGOGA 2014
Position Status:	Permanent
Organisation Unit:	Operational Services Division, Learning and Professional Development Directorate
Physical Location:	Department of Corrective Services Academy, Bentley

#### REPORTING RELATIONSHIPS

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Responsible to: 013792 Senior Project Officer Learning Support Services – Level 6

**THIS POSITION:** 013798 Standards and Compliance Officer – Level 5

Direct reports: NIL

#### OVERVIEW OF THE POSITION

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The Learning and Professional Development Directorate plays a key role in the achievement of the Department's Strategic Platforms by providing essential services. The Directorate will be accountable for developing and delivering training including conducting assessment and selection processes to establish ongoing pools of available entry level candidates to achieve the Department's vision of Right People – Trained Right.

The Directorate's Learning Support Services Branch is accountable for establishing and maintaining the content and curriculums for Department training, managing, maintaining and developing the Department's Learning Management System and investigating and implementing, as a process of continual improvement, appropriate training and delivery mechanisms to Department staff including training to be delivered by external organisations and the extent of face to face training or online or audio visual training.

The Standards and Compliance Officer is responsible for the delivery, coordination and supervision of Corrective Services Academy training for all Departmental staff, with an emphasis on training standards and compliance.

The Standards and Compliance Officer informs and provides advice to the Senior Project Officer Learning Support Services on emerging issues and trends, and acts as a positive change agent, contributing to continuous improvement in an environment of reform.

## **JOB DESCRIPTION**

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As part of the Learning Support Services Branch team, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation;
- Work to improve communication and model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate;
- Facilitate cultural and management reforms within the Department through leadership and engagement; and
- Represent the Department's interest on committees and working groups as required.

## **ROLE SPECIFIC RESPONSIBILITIES**

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- Manage or undertake compliance assessments of training programs and courses delivered or coordinated by and through the Learning and Professional Development Directorate to ensure that they meet required Department needs and standards.
- Ensure the quality of operational training, professional development training and general training content and curriculums are to Directorate required standards.
- Assist in the setting of the training content and curriculums for the Department's training and professional development.
- Assess quality of proposed external training providers and courses.
- Assist in developing and maintaining the content and curriculums for operational training (which is to include Gatekeeper, ARMS and SAMS training and refresher courses). The content and curriculum for operational training is to be as required and approved by the Operating Standards and Procedures Directorate.

- Assist in developing and maintaining the content and curriculums for non-operational training, professional development training and general training. The strategic direction for this training will be established by the Strategic Planning and Policy Directorate.
- Assist to investigate and implement, as a process of continual improvement, appropriate training and delivery mechanisms to Department staff including training to be delivered by external organisations (eg TAFE or other external providers) and the extent of face to face training or online or audio visual training.
- Assist in the development the Department's training and professional development "e-learning" training content and modules.
- Assist in developing and maintaining the Department's Learning Management System.
- Assist in the recording of training, refresher training and professional development training required and to be undertaken by Department staff into the Learning Management System.
- Assist in the utilisation of automated systems within the Learning Management System to advise and remind staff and their supervisors of their training and refresher training requirements and where and when courses are available.
- Assist in providing reports and statistics to senior management concerning training and refresher courses scheduled and numbers of staff that have undertaken required training and have yet to undertake required training.
- Assist the Learning Support Services Branch in sourcing and assessing external training service providers.
- Assist the Learning Support Services Branch in continuously improving operational training, professional development training and general training.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **JOB RELATED REQUIREMENTS**

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In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans are important for this role.

**Achieve Results**

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work are fundamental to this role.

**Builds Productive Relationships**

The capacity to; network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, consult and share information with the team and seek input from others where necessary, encourage contribution and engagement, recognise different views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

**Exemplifies Personal Integrity and Self-Awareness**

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them, and seek guidance and advice when required. Engage with risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

**Communicates and Influences Effectively**

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

**Role Specific Criteria**

Nil

**SPECIAL REQUIREMENTS/EQUIPMENT**

Nil

**CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

COMMISSIONER

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR CERTIFICATION DATE: \_\_\_\_\_