



## Training and Development Officer

<b>Classification</b>	Level 4
<b>Position number</b>	Generic
<b>Directorate</b>	RevenueWA
<b>Branch/Section</b>	Training and Development
<b>Location</b>	Perth Metropolitan Area
<b>Award and Agreement</b>	Public Service Award 1992 and relevant Public Sector CSA Agreement

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### About us

#### The Department

The Department of Treasury and Finance is at the centre of Government decision-making. As the principal economic and financial advisor, we provide leadership and strategic advice and influence to support the delivery of services and outcomes for the benefit of Western Australia.

What we do is integral to the Government's decision-making processes about where and how to spend taxpayer's money to ensure Western Australians have access to quality services on a financially sustainable basis.

We lead procurement and leverage our buying power to secure products and services for government, achieving value for money for WA.

We collect revenue to fund government services and administer payment of grants and subsidies to the WA community.

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### Our Values

Our values define who we are, how we communicate, interact, develop and work together. Our values of **Clarity**, **Empathy**, **Collaboration** and **Growth** continue to underpin everything we do.

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## The role

### Role Summary

Research, design, develop, facilitate, deliver, maintain, evaluate, support and report on internal and external training and development programs, resources and materials for the staff and customers of the Department. Conduct research to source and engage training providers to deliver technical or customised learning and development programs, materials or resources to our staff.

### Responsibilities

- Contribute to a team culture that supports team members to deliver efficient, effective, customer centric and accessible external customer education or internal training and development solutions that meet or exceed key performance indicators and support the achievement of organisational and business goals.
- Conduct analysis and make recommendations based on evidence, thinking laterally to innovate or improve the work practices, systems and processes relevant to your role.
- Research design, develop, facilitate, deliver, maintain, evaluate, support and report on internal and external training and development programs, presentations, seminars and workshops including sessions that target legal or legislative matters relevant to Departmental business goals and customer needs.
- Research, evaluate, source and engage training providers to deliver technical or customised learning and development programs, materials or resources.
- Manage and maintain databases or systems to gather and analyse statistical information on current training and development systems and processes to enable the function to set benchmarks, assess effectiveness, identify trends, realise benefits and inform decision making.
- Ensure that the materials, presentations, articles, resources and other publications produced are accurate and comply with publishing and writing policies, standards or guidelines.
- Ensure resources are used efficiently and effectively.
- Participate in the regular review and ongoing maintenance of all relevant training and development policy, procedures, materials or resources (across all mediums or formats) that are offered to our staff or customers, making recommendations when required.
- Conduct research to identify and source external facilitators or presenters to deliver customised solutions that address Departmental training and development needs within approved priorities, parameters and delegations.
- Display professionalism to build and maintain internal and external relationships to answer queries, support program delivery, problem solve and secure quality services.
- Ensure your written communications and reports are timely, accurate and comply with publishing and writing policies, standards or guidelines.
- Demonstrate the values in all interactions to contribute towards an innovative, customer focused, high-performing and values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leadership.
- Perform other duties as directed.

## Essential Requirements

- Well-developed analytical and problem-solving skills to assist in the development and implementation of values based strategies and practices to meet training and development needs and improve the team's work practices, systems and processes.
- Establish clear plans and timeframes; and monitor progress to identify risks which may affect outcomes or individual client/ business requirements.
- Well-developed communication, interpersonal skills and the ability to deliver a customer-centric service. You will seek to understand your audience and their issues in order to draft written and verbal communications that are clear, relevant and engaging.

## Desirable Requirements

- Certificate IV in Training and Assessment (TAE).
- Possession of or progress towards an appropriate tertiary qualification (training and development, education, procurement, construction, law, business, commerce).
- Experience using multimedia production tools and a range of personal computer applications including Microsoft Word, PowerPoint and the web-based products.

## Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department of Treasury and Finance and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
  - **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
  - **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
  - **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
  - **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
  - **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
  - **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.
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## Reports to

AD Training and Development, L8

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## Supervises

Supervises: 0 FTE

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## Pre-employment requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100-point identification check and Criminal Records Screening clearance.

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## Certification

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

Verified by: J.Mann, HR Consultant, March 2026

Registered on: November 2020

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