



BUSINESS AND TRAINING SUPPORT OFFICER

Position Number: Various Level: 4

ANZSCO: 132000

JOB DESCRIPTION FORM

THE ROLE

This role is responsible for the coordination and reporting of all regional training programs, as well as ensuring compliance in accordance with State and National training regulatory requirements for staff, volunteers and selected community groups. The role also supports all regional staff, across all DFES hazards, in their delivery of training.

The role is also responsible for supporting regional business activities through effective and efficient management of relevant human, financial, information and technological resources and to ensure corporate reporting and legislative compliance requirements are met.

REPORTING RELATIONSHIPS

ORG STRUCTURE:

Operations
Operations Country

THIS ROLE REPORTS TO

Superintendent

POSITIONS THAT REPORT TO THIS ROLE

Administration Officer(s)

Level 2

POSITION INFORMATION

LOCATION:

Various

SPECIAL CONDITIONS:

The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

SPECIFIC RESPONSIBILITIES

DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.

Responsibilities

- Coordinates the training function in the region, including undertaking training needs analysis to meet required Brigade, Group, Unit profiles; development of training calendars; performance reporting and liaison with DFES Academy to ensure regional needs and operational standards are met.
- Ensures compliance in accordance with State and National training regulatory requirements.
- Coordinates Regional business activities to ensure compliance with legislative requirements and corporate administrative procedures in support of regional service delivery for employees and volunteers.
- Develops and maintains professional working relationships with all stakeholders, to continuously improve and ensure optimum service delivery.
- Responds as a support officer as a part of a Regional Operations Centre (ROC) or Incident Management Team (IMT).

Other

- Reporting all health and safety hazards, near misses and injuries.
- Actively participate in managing risk and resolving health and safety issues and promoting a safe place of work.
- Undertake other duties as required.

EXPECTED LEADERSHIP BEHAVIOURS

Leadership Expectations are critical to the success of DFES and provide a clear understanding of the expected behaviours for all public sector employees. This position aligns to the context of **Personal Leadership**, and it is essential that you demonstrate the required behaviours below to undertake this role:

Behaviour	Descriptor
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 interests 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.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL CRITERIA

1. Qualifications in Business and/or significant relevant experience.
2. Possession of a Western Australian Driver's Licence (C Class minimum) which must remain valid for the duration of employment.
3. Demonstrated experience in a training coordination role, including the ability to implement strategies for training programs.
4. Demonstrated ability to prioritise, organise and complete business activities within agreed and/or competing timeframes.
5. Well developed computer skills and experience with computerised office software packages, including data bases and spreadsheets.
6. Demonstrated skills and ability to coordinate people and resources effectively.
7. Demonstrated excellent communication, interpersonal, facilitation and training skills and the ability to develop and maintain positive relationships with stakeholders.
8. Demonstrated conceptual, analytical and problem-solving skills.

DESIRABLE CRITERIA

1. Certificate IV in Training and Assessment or equivalent.

CERTIFICATION

Version	Description	Approval Date	Registered Date	Registered by
Vs 1.0	Created and classified	03/10/2016	03/10/2016	Kate Williams-Coomer
Vs 2.0	Updated	08/07/2020	08/07/2020	Megan Crossley
Vs 3.0	Template update only		01/11/2023	Tasha McMenamin
Vs 4.0	Leadership Behaviours	13/08/2025	13/08/2025	Jeneen Zoutman