



BUSINESS AND TRAINING SUPPORT OFFICER

Position Number: 012563 Level: 4

ANZSCO: 223311

JOB DESCRIPTION FORM

THE ROLE

Responsible for the coordination and reporting of all Incident Management training programs within the Command, Leadership and Development (CLAD) Branch, as well as ensuring compliance in accordance with State and National training regulatory requirements for staff, volunteers and selected community groups. Support CLAD staff, across all DFES hazards, in their delivery of training and operational endorsement process.

Support Branch business activities through effective and efficient management of relevant human, financial, information and technological resources to ensure corporate reporting and legislative compliance requirements are met.

Perform operational support duties on an as-required basis.

REPORTING RELATIONSHIPS

ORG STRUCTURE:

**Strategy and Emergency Management
Learning and Development
Command Leadership & Development**

THIS ROLE REPORTS TO

Superintendent Command Leadership and Development (006227)

POSITIONS THAT REPORT TO THIS ROLE

Nil

POSITION INFORMATION

LOCATION:

Belmont

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 and may include participating on the State Duty Roster or Pre Formed Team.

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.

- Coordinates the training function in the Branch, including undertaking training needs analysis to support the CLAD training calendars and programs. This includes SFPLP, SODP, SOTS, DODP, all related Incident Management Pathways, Academic and Leadership Programs and courses.
- Assists with the coordination of the SODP and DODP, including collating pre-requisite reports and entering data into eAcademy.
- Provides effective administration and training support for CLAD team, volunteers and/or employees.
- Assists with the maintenance and tracking of Individual Development Plans.
- Coordinates the review of training products within the CLAD business area in consultation with the CLAD Trainer Assessors.
- Conducts performance reporting and liaison within CLAD to ensure external training needs & operational standards are met.
- Delivery of non-operational training as required. (eg eAcademy, Content Manager and Cloud Assess training for CLAD staff).
- Ensures compliance in accordance with State and National training regulatory requirements.
- Assists in compliance requirements for DFES in relation to the State Emergency Management Exercise Framework.
- Provide support for the District Officer Simulation and Exercise Capability Unit regarding projects, MOU development and stakeholder engagement.
- Assists Manager Academic Pathways with the promotion of Professional Development opportunities.
- Supports Academic and Leadership Programs (student selection, enrolment and certificate recording processes).
- Supports the Study Assistance and Key Organizational Skills programs.
- Coordinates Branch business activities to ensure compliance with legislative requirements and corporate administrative procedures in support of Learning and Development service delivery for employees and volunteers.
- Provides eAcademy support to the Academic Pathways and C2 Trainer Assessors within CLAD.
- Assists in maintaining the Operational Endorsement Process including database maintenance and approval workflows.
- Provides a central contact point in the coordination of interagency meeting calendars and meeting preparation.
- Develops and maintains professional working relationships with all stakeholders, to continuously improve and ensure optimum service delivery.

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.

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. Qualification in Cert IV Training & Assessment.
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, VET Training Product Development, including the ability to implement strategies for training programs compliance.
4. Demonstrated ability to prioritise, organise and complete business activities within agreed and/or competing timeframes.
5. Demonstrated skills and ability to coordinate people and resources effectively.
6. Demonstrated excellent communication and interpersonal skills with an ability to develop and maintain positive relationships with stakeholders.
7. Demonstrated conceptual, analytical and problem solving skills.

DESIRABLE CRITERIA

1. In depth knowledge and experience with eAcademy.
2. Possession of a qualification in a relevant administrative field and/or significant relevant experience.

CERTIFICATION

Version	Description	Approval Date	Registered Date	Registered by
Vs 1.0	Created and classified	30 December 2020	30 December 2020	Megan Crossley
Vs 2.0	JDF update	24 July 2023	24 July 2023	Andrea Dawson