



Learning and Development Advisor Business and Customer Services

Position number	00041154
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 5
Reports to	Project Manager (Level 6)
Direct reports	Nil

Context

Education Business Services (EBS) is the key provider of professional business services and support for the Western Australian schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

The Business and Customer Services Directorate (BCS) supports the objectives and outcomes of clients by providing value for money corporate services through streamlined business systems and processes and skilled and motivated people.

The Business Capability branch leads and advises on operation direction and systemic improvement initiatives and outcomes, to continually improve customer service delivery.

The branch is responsible for initiating, managing and coordinating programs to enhance the capability and capacity of principals, managers corporate services, school corporate services staff and central services staff across Education Business Services.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Scope, design and develop operational learning programs and resources that meet the Department's needs (including compliance with relevant regulatory requirements), including:
 - Training and Assessment Strategies
 - Training/facilitator resources
 - Session plans

- Learning materials (Online)
- PowerPoint presentations
- Evaluation tools and strategies
- Checklists.
- Ensure alignment with, and map training accurately to business outcomes and competency frameworks.
- Develop and write training resources consistent with organisational needs and compliance with relevant regulatory requirements.
- Evaluate and review existing learning programs and resources, and manage any change processes required within identified procedures and required timelines.

Project Management and Branch Support

- Work collaboratively with subject matter experts and stakeholders to identify learning solutions, review and develop training and assessment resources, and to develop and implement appropriate evaluation strategies.
- Maintain an awareness of contemporary training, development and assessment trends, issues and methodologies relating to workplace and adult learning; and digital/virtual learning approaches.
- Provide specialist advice and support to stakeholders on training and capability assessment strategies and solutions.
- Lead and coordinate project tasks through the design and development process, including monitoring of project timelines against required deliverables, reporting on progress and undertaking quality assurance processes.
- Conduct research and analysis of information to identify opportunities and future innovations in learning and development to shape learning solutions for staff.
- Assist in ensuring compliance with the Directorate's and EBS's policies, procedures and standards.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables

Customer and Stakeholder Liaison

- Maintain a focus on quality customer service and continuous improvement in relation to learning and development programs.
- Maintain effective communication and develops working relationships to ensure access to diverse specialist knowledge.
- Liaise, consult and negotiate with key external stakeholders and interested parties, and when required, represent the Department on a variety of committees and working parties.

Selection criteria

1. Demonstrated considerable skills and experience in the design, development, delivery and evaluation of adult learning and development programs (particularly competency based training and assessment resources).
2. Demonstrated well developed written, oral and interpersonal communication skills, including the ability to collaborate, liaise and negotiate with individuals at all levels.
3. Demonstrated highly developed conceptual and analytical skills, including the ability to identify problems and provide overviews and strategies to address them.
4. Demonstrated well developed project management and organisational skills, including management of priorities and timelines while working independently.

5. Demonstrated proficiency in the use of technology, including Word, PowerPoint and Excel.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

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

ENDORSED

Date 2 February 2021
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