



Training Coordinator - Level 5 (MIS24324)

Group:	Industry Regulation and Consumer Protection	Location:	Cannington
Division/Directorate:	Service Delivery	Supervises:	0
Branch:	Service Delivery	Reports to:	Executive Director Service Delivery
Section:	NA		

Operational Context

Within the Industry Regulation and Consumer Protection Group, the Service Delivery Division is responsible for delivering customer service needs in a strategic and coordinated way to deliver a long-term embedded, service culture. The Division is responsible for understanding the diversity of our client base to deliver effective services and working collaboratively across the department maintaining strong links with operational areas, supplying and sharing relevant knowledge and information to these groups.

Role Overview

This role researches, develops and coordinates the delivery of customised training and developmental resources for the Licensing Services Directorate to support the Department's efficient delivery of licensing and registration services.

Building Leadership Impact as a Leader of Others

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. Leadership in this position is about delivering high-quality work as a specialist in their domain of expertise, balanced with a focus on training, motivating and enabling others.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Plans, develops and delivers structured training programs tailored to staff needs.
- Develops, prepares and delivers tailored training programs to staff across a variety of platforms including face-to-face, virtual and online learning.
- Facilitates knowledge-sharing sessions and produces standardised operational policy and procedures that comply with legislation.
- Coordinates the maintenance of a centralised knowledge management system.
- Develops strong working relationships with internal and external stakeholders to deliver results for the Licensing Services Directorate.
- Provides advice and support to managers and staff to promote continuous learning and development and a positive workplace culture.
- Regularly evaluates and identifies opportunities to improve quality and efficiency in operations, including process improvements and development resources.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Demonstrated experience in interpreting legislation.
- Demonstrated experience in building and maintaining strong relationships using effective interpersonal and communications skills and providing advice to staff on a range of training and initiatives.
- Demonstrated experience in developing and delivering training or information sessions to an adult audience using a variety of mediums.
- Demonstrated ability to plan and coordinate work activities, working independently and cooperatively within a team.
- Desirable Certificate IV in Training and Assessment or an equivalent qualification or experience.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others - Knowledge](#), the following outlines those that are required to undertake this role:

- **Lead Collectively** - You link the work of your team and your domain of expertise to the agency's objectives and can explain this linkage clearly to others.
- **Think Through Complexity** - You support your team or work group to take a solutions focused approach, intervening only when necessary with technical knowledge to ensure application of robust knowledge and customer orientation.
- **Dynamically Sense The Environment** - You approach your team, colleagues and work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach.
- **Deliver on High Leverage Areas** - You model healthy work practices and encourage behaviours that foster a healthy culture.
- **Build Capability** - You embrace a diverse team and draw on the unique strengths of each member.
- **Embody The Spirit of Public Service** - You embody the spirit of public service by displaying empathy and compassion, integrity and humility.
- **Lead Adaptively** - You seek to develop your self awareness, reflecting regularly on your approach, strengths, weaknesses and blind spots.

This position reports to:

Executive Director Service Delivery

Position No: MIS17107 Classification: CL1

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- Nationally Coordinated Criminal History Check

Approved Date

13-JAN-2025