

Statement of Duties

Department of Premier and Cabinet

As at 12 August 2024

Position title:	Team Leader - Learning and Development
Position number:	003540
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 6
Division/branch/section:	State Service Management Office
Full Time Equivalent (FTE):	1.0 (flexible subject to negotiation)
Location:	Hobart
Position status:	Permanent
Ordinary hours per week:	36.75 (flexible subject to negotiation)
Supervisor:	Manager Tasmanian Training Consortium

Agency/Department values:

Department of Premier and Cabinet (DPAC) values underpin our culture and guide our decision making and behaviour. Our values are:

Excellence

We strive for excellence at all times.

Customer-focused

Our customers are at the centre of what we do and how we do it.

Working together

We support and respect one another and work with others to achieve results.

Being professional

We act with integrity and are accountable and transparent.

Respect

We treat everyone with respect and kindness.

For more information about DPAC visit www.dpac.tas.gov.au

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Division profile:

The role of the State Service Management Office (SSMO) is to assist the Premier (as the employer) to balance the social, economic, cultural and political aims of government through high-quality policy for State Service employment management and development.

To achieve this, the office provides policy and services on:

- workforce management and relations - employment policy and programs; industrial relations; health, wellbeing and safety; and managing positions
- workforce strategy - training, education and development delivered through The Tasmanian Training Consortium; development of management and leadership programs including diversity and inclusion and Aboriginal employment strategy; recruitment practices and reporting; workforce planning
- workforce reform - performance culture and governance arrangements, and
- Human Resource Transformation Program - supporting the government in the development and implementation of a single integrated whole-of-government HR solution across the State Service.

Team profile:

This position sits within the Workforce Strategy unit of SSMO that is headed by the Deputy Director Workforce Strategy.

The **Tasmanian Training Consortium** (TTC) has successfully operated since 1996 as the principal training course broker for the Tasmanian State Service (TSS), government business enterprises and local government. It has a proud history of delivering training that has supported government employees to deliver innovative, quality and effective services to each other and the Tasmanian community.

TTC is self-funded and operates a membership model, relying on revenue generated through member fees, training and event services to develop and sustain its operation.

TTC work includes:

- an annual course calendar open to government as well as non-government businesses
- coordinating courses on an in-house basis for TTC members
- coordinating courses by service agreement with other programs.

Position objective:

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Leading a small team, achieve the development and delivery of high-quality learning services that support the strategic objectives of the TTC.

Duties:

1. Working collaboratively with the Manager Tasmanian Training Consortium, effectively network, develop relationships and engage with TTC stakeholders, and provide specialist advice to ensure professional development training services offered through the Tasmanian Training Consortium are aligned to identified need.
2. Oversee team day-to-day operations including monitoring service profitability, risk and issues, team priorities and workflows, and motivate and supervise team performance to ensure TTC is administered efficiently and achieves a quality standard of professionalism.
3. Provide instructional design expertise to scope, design, deliver and evaluate virtual and face-to-face learning activities and oversee TTC's quality assurance processes.
4. Undertake reviews of training plans, learning materials and course delivery (from existing and new training partners) as well as risk assessments and work with training partners to ensure each professional development training adequately meets the requirements of TTC as well as the identified learning need.
5. In collaboration with the Manager Tasmanian Training Consortium, coordinate TTCs contract management requirements. Support and/or coordinate new training procurement and onboarding of training partners.
6. Support the Senior Marketing and Business Development Officer with marketing communications as needed, with a view to ensuring learning outcomes are clearly articulated and marketing is reaching target audiences.
7. Provide leadership, professional guidance and support to foster a positive, solutions orientated, collaborative and positive workplace culture.
8. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Level of responsibility:

The position is responsible for leading a small team of consultants in the development and review of professional development training services offered through the TTC.

The position is required to work with sensitivity to the political and organisational context, and exercise initiative and sound judgment in liaising with a range of State Service agencies, training providers and other stakeholders.

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Broad direction is provided but there is limited supervision of individual tasks. The position is responsible for establishing and meeting deadlines and shifting priorities, in consultation with the Manager Tasmanian Training Consortium, and for seeking advice and direction when required.

Champion a child safe culture that upholds the National Principles for *Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

Reporting structure:

This position reports to the Manager Tasmanian Training Consortium and is responsible for a small team of three.

Selection criteria:

1. Proven experience in a professional learning and development role, experience in instructional design, developing and facilitating courses, and the use of learning management systems.
2. Proven experience in managing and providing leadership to a high performing team as well as the ability to build capability and support client service delivery, manage competing priorities and uneven and time-sensitive workloads.
3. High level ability to think strategically and commercially with demonstrated experience managing risks, financial budgets and leading and/or delivering change.
4. Excellent communication, stakeholder management and problem-solving skills with the ability to develop strategic relationships to inform business strategy, and to contribute to strategic visioning and planning.
5. Sound technical skills with the ability to use a variety of digital systems and software applications.
6. Demonstrated understanding of and commitment to fostering a culture of customer care.

Desirable requirements:

- Relevant Degree or post graduate qualifications in a relevant discipline.
- Certificate IV in Training and Assessment and/or facilitation experience.
- A current driver's licence.

Essential requirements:

n/a

State Service Principles and Code of Conduct

Employees should familiarise themselves with the State Service Principles (view at thelaw.tas.gov.au website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

The State Service Code of Conduct (view at thelaw.tas.gov.au website) complements the State Service Principles. It outlines the behaviours and performance expected of State Service employees, including acting appropriately in the course of their duties and maintaining the confidence of the community in the activities of the State Service.

Working environment

DPAC is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. We recognise the unique skills and knowledge that Aboriginal employees bring to the workplace. We value and encourage the diversity of thought that our employees bring.

The Department of Premier and Cabinet is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people. The Department is committed to the safeguarding and protection of welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation.

We will employ the right people. We will embed a culture of self-reflection and continuous improvement. We will have the courage to change what needs to be changed. We will regularly review our policies and structures through a child and youth safety lens. Our people will be equipped with the skills to recognise and respond to signs of harm. We are growing a culture where everyone takes responsibility, shares information, and speaks up if something doesn't seem right. Together, we're creating a place where all children and young people are safe from harm.

DPAC does not tolerate discrimination, harassment or bullying in the workplace. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals' needs in the workplace.

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Workplace health and safety:

The Department is committed to sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the *Work Health and Safety Act 2012* and the *Work Health and Safety Regulations 2012*.

Within the remit of the role, actively participate in and contribute to the Work Health and Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;
- Take reasonable care of the health and safety of themselves and others;
- Comply with any direction given by management for health and safety;
- Report all accidents and incidents in a timely manner; and
- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

- A safe working environment;
- Safe systems of work;
- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and
- A commitment to continually improve our performance through effective safety management.