

# Department of Police, Fire and Emergency Management

## STATEMENT OF DUTIES



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Title	Training Manager
Position Number	005243
Business Unit	Business and Executive Services
Branch / Section	Project Unify
Location	Hobart
Immediate Supervisor	Program Manager
Award	Tasmanian State Service Award
Employment Conditions	Fulltime, fixed term
Classification	Band 8

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### Focus:

The Training Manager is responsible for partnering with the Project Unify Implementation Partner to ensure training and capability is effectively and efficiently delivered for the implementation of the Niche Technology Records Management System (NicheRMS) within agreed timeframes.

### Primary Duties:

- Lead the development of a Training Strategy, in collaboration with the Implementation Partner, including establishment of an appropriate governance structure for both the transition and post-go-live environment, assess training and capability needs and develop recommended cost effective and time efficient training approaches for the NicheRMS Implementation as part of Tasmania Police's Project Unify transformation program.
  - Identify, develop and maintain effective relationships with key stakeholders to ensure they are engaged and involved in the development of the Training Strategy and Training Plans, and support the development and implementation of training approaches.
  - Coordinate training and capability for the State training responsibilities for the NicheRMS implementation, including for the end user training.
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- Work closely with the Implementation Partner to support the delivery of a fit-for-purpose train-the-trainer program and associated training materials for use by Project Unify and, ultimately, for adoption by the Tasmania Police Academy / the ongoing support function and ensure the training program meets the States' requirements.
- Identify, manage and report on risks and issues related to training and capability including developing and actioning required treatments.
- Define, measure and report on success metrics and associated schedules related to training and capability.

## **Scope of Work:**

Responsible for leading the development and coordination of training and capability plans for Tasmania Police, and relevant DPFEM users, in a large scale, complex project environment, working across several stakeholder groups with diverse needs. This will require a close working relationship with other stream leaders, in an integrated way.

The Training Manager will provide specialist advice to key stakeholder representatives, the PMO and the Project Executive. This includes working with the Implementation Partner to define the overarching Training Strategy which will guide the development and delivery of Training Plans.

## **Direction and Supervision:**

This position is expected to operate with considerable autonomy on a day-to-day basis, determining the priorities and approach for training and capability to influence the successful outcome of the project.

At the initiation of the work, the role will report to the Program Manager and work closely with the Tasmania Police Change Lead. As the Project evolves, the reporting lines may be adjusted to best support the outcomes of the project.

## **Selection Criteria:**

1. Demonstrated specialist experience, initiative, flexibility and creativity in effectively developing and managing training and capability strategies in complex project environments.
2. Strong interpersonal skills that build and maintain positive partnerships through consultation, negotiation, networking and advocacy with a diverse stakeholder group including staff and broader community members and exceptional communication skills, both oral and written, and the ability to clearly articulate messages to a wide variety of audiences.

3. High-level specialist knowledge, understanding and extensive experience in the development of training approaches that target adult learning, including training needs analysis and translating detailed change impact assessments to deliver innovative training approaches.
4. Demonstrated experience in embedding training and capability responsibilities in a post go-live environment.
5. Demonstrated ability to manage and complete complex strategic tasks with a high level of autonomy, within budget and time constraints, with a consistent level of motivation and enthusiasm.
6. High-level demonstrated capability to lead strategic stakeholder discussions around training and capability and the ability to forecast and develop appropriate strategies to resolve complex issues that may arise.

### **Qualifications and Experience:**

Desirable:

- Certificate IV in Training and Assessment.
- Previous experience working within police and/or emergency management environments highly desired.
- Relevant tertiary qualifications, in Change Management, Training, or Communications, and/or extensive experience and achievement in training.

### **Code of Conduct:**

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

### **Environment and Conditions:**

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM

works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees 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.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

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Approved

**Erin Baker**  
DIRECTOR PEOPLE AND CULTURE  
BUSINESS AND EXECUTIVE SERVICES

Date: 17 June 2024