

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Learning and Development Support Officer
Position Number	002825
Business Unit	State Emergency Service
Branch / Section	Operations and Resources
Location	Cambridge
Immediate Supervisor	Manager, Learning & Development
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Full-Time
Classification	Band 4

Focus:

Provide high level systems, administrative and information management support to the SES Learning and Development Support area, supporting the management and delivery of training and the management of records.

Primary Duties:

- Collaborate with the Tasmania Fire Service (TFS) Training Services team to maintain and develop the Learning Management System (LMS), processes and online products to enhance SES member engagement.
 - Develop and maintain SES processes and procedures for access to the LMS and other organisation information systems, including recording of training and personnel information.
 - Manage the SES LMS help desk function to assist SES members with LMS access, development, reporting and management issues.
 - Assist with the development of training resources, including written resources, online programs and online assessment tools.
 - Coordinate designated projects and undertake research, analysis, evaluation and make recommendations in relation to learning and development programs.
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- Provide high level support to the Manager, Learning and Development in the development and maintenance of quality assured resources, issuance of awards through the Registered Training Organisation.

Scope of Work:

Work at this level has a significant influence on effective service delivery and outcomes for the work unit. Responsible for providing options and recommendations to resolve complex operational issues or improve operational effectiveness.

Direction and Supervision:

The appointee will receive general direction from the Manager, Learning and Development.

Selection Criteria:

1. Demonstrated experience in the coordination, development and maintenance of information systems and electronic systems as management tools.
2. A sound knowledge of contemporary project management methodologies, including well developed analytical, problem solving and research skills.
3. Proven high level written, oral and interpersonal communication skills, including the ability to develop effective working relationships with a broad range of stakeholders and work either individually or as a team member.
4. High level skills in the use and management of contemporary Learning Management Systems and implementation of online learning resources and record keeping systems.
5. Knowledge and understanding of practices required for the maintenance of a Registered Training Organisation or the ability to quickly obtain this knowledge.

Qualifications and Experience:

Desirable:

- Knowledge and expertise consistent with qualifications recognised at Diploma or equivalent level.
- TAFE qualification (Certificate IV in Training & Assessment or above).

Essential Requirements:

Pre-Employment Checks

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

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.

Approved

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MANAGER, PARTNERING AND EMPLOYMENT SERVICES
BUSINESS AND EXECUTIVE SERVICES