

## POSITION DESCRIPTION

### 1. POSITION DETAILS

<b>Position Title</b>	Leadership and Learning Facilitator
<b>Business or Service Unit</b>	People, Capability & Transformation
<b>Position Manager</b>	Leadership & Learning Standards and Design Manager
<b>Position Location</b>	Sydney (Parramatta)

### 2. POSITION PURPOSE

The Leadership and Learning Facilitator works closely with the Leadership and learning team to provide end to end learning and development solutions for NSW employees. The role works to identify and prioritise the capability development needs of WaterNSW, then develop, implement, facilitate and evaluate learning activities across the organisation.

### 3. KEY ACCOUNTABILITIES

- Ensure all activities are undertaken with the safety of people as the number one priority and at all times role model safe behaviour.
- Actively model the WaterNSW Values and Behaviours at all times, developing and driving corporate strategic priorities and developing the culture, capability and performance of our people.
- To deliver/facilitate the programs for building leadership and performance capabilities, aligned to the WaterNSW People Strategy.
- Co – Design in conjunction with the leadership and learning team the leadership and performance programs that builds a high performance culture
- Participate in the conduct of the facility's training needs analysis to assist in implementing appropriate training
- Ensures the provision of a flexible, supportive learning environment for all learners
- Implement and evaluates all learning programs

Key Deliverables for the role:

- Deliver/Facilitate the “Investment in You” program across WaterNSW, supporting employees with the tools to feel self-empowered, resilient and actively demonstrate behaviors aligned to the WaterNSW values.
- Support/co-create the content and tools for the “Get Fit, Stay Fit” leadership program.
- Deliver/facilitate the Leadership Program “Get Fit, Stay Fit” across WaterNSW, to support the development of High Performing Leaders.

#### **4. EXPERIENCE**

- Demonstrated experience in the development and facilitation of leadership and capability development programs.
- Experience in conducting training needs analysis, and developing tailored and blended solutions to effectively address competency gaps.
- Experience in the delivery of learning and development programs using various delivery modes, leveraging technology and other resources.

#### **5. CAPABILITY**

- Proven ability in the design and development of capability and competency programs, including conceptual, content and delivery methodology designs.
- Demonstrated ability to facilitate learning programs that are energetic and engaging.
- Proven ability in the critical review and evaluation of program and facilitator effectiveness, providing both quantitative and qualitative reviews.
- Accurately identify competency gaps for individuals and teams, and provide effective and commercially considered solutions.
- Superb communication skills, with the ability to modify style and language suitable to the target audience.

## RECRUITMENT GUIDE: LEADERSHIP & LEARNING FACILITATOR

### 1. KEY COMPETENCIES

Competencies	Demonstrated by:
<b>Coaching and Developing Others (D)</b>	<ul style="list-style-type: none"> <li>Creates a learning environment where capability and development is aligned with organisational requirements</li> <li>Recognises and rewards leaders who coach and develop others</li> <li>Ensures the Business Unit has a robust talent and succession pipeline</li> <li>Is proactive in recognising opportunities for growth which support the organisation's strategic direction</li> <li>Builds a safe and supportive environment where coaching, challenge and development is valued</li> </ul>
<b>Communicate with Influence (D)</b>	<ul style="list-style-type: none"> <li>Promotes concepts or visions of the future using a range of influencing styles and messages</li> <li>Uses appropriate emotive language to generate energy and commitment towards goals</li> <li>Identifies points of agreement or common interest between self and others and uses these to influence others</li> </ul>
<b>Planning &amp; Delivering Results (C)</b>	<ul style="list-style-type: none"> <li>Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives</li> <li>Develops plans according to stakeholder requirements, and business context</li> <li>Regularly reviews plans and performance, and revises according to risk or impacts</li> </ul>
<b>Collaboration &amp; Engagement with Customers and Stakeholders (C)</b>	<ul style="list-style-type: none"> <li>Proactively builds relationships internally and externally to positively impact the business</li> <li>Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value</li> <li>Initiates and maintains extensive networks to enable the achievement of business objectives</li> </ul>
<b>Awareness and Personal Resilience (D)</b>	<ul style="list-style-type: none"> <li>Identifies and acts on opportunities in times of adversity and challenge</li> <li>Role models optimism and resourcefulness in overcoming obstacles</li> <li>Has a calming influence on others in demanding and stressful situations</li> <li>Anticipates potential stressful situations and takes action to minimise negative impact</li> </ul>
<b>Business Acumen (B)</b>	<ul style="list-style-type: none"> <li>Understands and articulates the impact of own performance on business and commercial outcomes</li> <li>Uses a detailed understanding of the business functions and customer requirements to identify and act on opportunities</li> <li>Considers how activities in own team and business unit impact on the operations of other teams and business units</li> </ul>

## **2. MANDATORY KNOWLEDGE AND QUALIFICATION REQUIREMENTS**

- Certificate IV in Training and Assessment or higher;
- Working knowledge of adult learning principles;

## **3. MANDATORY EXPERIENCE**

- Extensive experience in the design and development of learning and development programs that are tailored to customer needs;
- Extensive experience in the facilitation of learning and development programs to a wide range of audience, covering a broad spectrum of topics.
- Proven experience in monitoring and evaluating the effectiveness of learning and development initiatives, providing recommendations for improvements.

## **4. EXPERIENCE THAT WILL BE VIEWED FAVOURABLY BUT IS NOT MANDATORY**

- Experience or exposure to the Australian VET framework and identify opportunities to incorporate government initiatives into the WaterNSW capability development framework.
- Understanding and/or familiarity with the application of culture and leadership style assessment tools.

## **5. KEY CHALLENGES**

- Achieving substantial improvement in safety performance and maintaining high levels of customer service, efficiency and effectiveness during a period of significant change.
- Transforming team members' thinking paradigm to one that is focused on commerciality, efficiency, prioritising value adding activity and eliminating waste.
- Developing and strengthening leadership capabilities within WaterNSW.