

# Role Description

## Trainer and Assessor - Animal Care and Management

Cluster	Department of Planning & Environment
Agency	Office of Environment and Heritage
Division/Branch/Unit	Taronga Conservation Society Australia
Location	Taronga Zoo, Taronga Western Plains Zoo, Perth Zoo or Melbourne Zoo
Classification/Grade/Band	Clerk Grade 4
Kind of Employment	Casual
ANZSCO Code	22300
PCAT Code	TBA
Date of Approval	xxx
Agency Website	<a href="http://www.taronga.org.au">www.taronga.org.au</a>

### Agency overview

The Office of Environment and Heritage (OEH) cares for and protects NSW's environment and heritage, which includes the natural environment, Aboriginal country, culture and heritage, and built heritage. **Taronga Conservation Society Australia (Taronga)** forms part of the OEH. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

### Primary purpose of the role

Provide quality training and assessment to Taronga Training Institute (TTI) students, to support their learning, and contribute to continuous improvement, validation, moderation and quality processes to ensure the Registered Training Organisation (RTO) adheres to vocational education standards.

### Key accountabilities

- Undertake accredited training and assessment activities including delivery and facilitation.
- Ensure all training and assessment and other course related activities are undertaken in accordance with the predetermined course program, RTO policies and procedures, VET Quality Framework standards, and the National Training Package.
- Design and develop course materials and resources including training and assessment strategies, curriculum and assessment tools.
- Provide support to students and ensure that services are delivered in accordance with compliance requirements.
- Comply with Taronga's Customer Service Charter and suggest initiatives for further improvement to ensure industry leading standards are maintained.
- Communicate Taronga's education and conservation messages both internally and externally, ensuring all communications align with Taronga's values to inspire change in accordance with Taronga's vision and strategic pillars.
- Comply with and suggest sustainability practices in the workplace to help achieve Taronga's sustainability targets and reduce environmental impact.

### Key challenges

- Providing best practice training and assessment to a diverse group of students with varying needs.
- Providing ongoing support and guidance to students on an individual basis.

- Proactively ensuring ongoing coordination and consultation with the Taronga Training Institute Manager, Support Officers, Keepers and supervisors/managers regarding student training and assessment activities (including access to exhibits) and captive animal workplace experience for students and their supervision.

### Key relationships

Internal	
Manager/Supervisor	To receive direction, instruction and performance feedback; to provide support and information; and to ensure ongoing communications and a professional working relationship
Team and other Taronga colleagues	To work professionally and collaboratively together; to provide/receive support, information and services; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture
External	
Stakeholders (which may for example include zoo visitors, consultants, contractors, suppliers, sponsors, media, auditors, government agencies and/or authorities)	To receive/provide information, assistance, excellent customer service and/or work collaboratively together; and to represent Taronga in a professional and ethical manner

### Role dimensions

#### Decision making

- This role mainly works autonomously in accordance with guidelines provided by TTI and established Taronga policies and procedures. Discretion is used to manage and prioritise workloads.
- This role is empowered to make decisions in relation to the role's major accountabilities on a daily basis.
- More complex issues/decisions are escalated to the Taronga Training Institute Manager.
- This role is largely one of identifying and reporting issues and making timely and effective recommendations.
- This role is expected to follow management instructions and uphold Taronga's Code of Conduct, Policies, Procedures, Charters (WHS, Customer Service and Animal Welfare) and Environmental Sustainability endeavours.
- Take reasonable care of own safety and ensure own conduct does not adversely affect the health and safety of others.
- Project a positive company image, work constructively as a Taronga team member, and report Taronga Compliance breaches.

#### Reporting line

This position reports to the Taronga Training Institute Manager.

#### Direct reports

There are no positions reporting directly to the role.

#### Budget/Expenditure

The position has no delegated financial sign off authority.

#### Essential requirements

- TAE40116 Certificate IV in Training and Assessment (or equivalent qualification).

- Hold an ACM30317 Certificate III in Captive Animals and/or ACM20117 Certificate II in Animal Studies (or equivalent qualification or experience).
- Strong demonstrated experience in zoo keeping and animal management (recent or current).
- Hold and maintain a current Senior First Aid (or willingness to obtain)
- Obtain and maintain a current paid NSW Working with Children Check at own expense.





### Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

#### NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	<b>Intermediate</b>
 Relationships	Communicate Effectively	<b>Intermediate</b>
	Commit to Customer Service	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	<b>Intermediate</b>
	Plan and Prioritise	<b>Intermediate</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate **immediate** competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Level	Behavioural Indicators
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Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Value Diversity	Intermediate	<ul style="list-style-type: none"> <li>• Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</li> <li>• Seek input from others who may have different perspectives and needs</li> <li>• Adapt well in diverse environments</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> </ul>

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Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li></ul>

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