



Role Statement

Role title	Senior Learning and Development Officer	Classification	ASO6
Branch	Fines Enforcement and Recovery Unit	Type of Appointment	Temporary
Section	Business Services	Position Number	P26401
Approved by	Chief Recovery Officer	Date	April 2026

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

- The Fines Enforcement and Recovery Unit (FERU) is a business unit of the Department of Treasury and Finance (DTF) and is responsible for the effective collection, resolution and enforcement of overdue fines and other debts owed to the state to assist in meeting the overall departmental objectives.

What this role is responsible for

- As the lead capability practitioner, the role is accountable for designing, embedding and sustaining a structured learning and knowledge management framework that strengthens workforce capability, service consistency and compliance. This includes refreshing core learning and role-based learning pathways, strengthening induction and on-the-job learning, uplifting leadership and specialist capability, and positioning our Knowledge Management system as a trusted day-to-day decision-support tool with clear ownership and review cycles.
- The role leads capability delivery across FERU and supports the consistent application of FERU programs through the design and delivery of training for partner agencies and external community stakeholders, in line with agreed engagement frameworks.
- Specifically, the role is responsible for leading and delivering FERU's learning, capability and knowledge management uplift by:
 - designing and implementing role-based learning pathways and sustainable training rhythms
 - delivering induction, refresher learning and specialist/leadership capability programs
 - delivering masterclasses, targeted programs and/or select programs to enhance learning, growth & development
 - maintaining and enhancing training collateral as the business evolves to ensure training is relevant and appropriate in content and format
 - maintaining and improving training knowledge management governance & content quality, including Knowledge Management systems uplift
 - work with other Department of Treasury and Finance (DTF) Agencies Learning and Development specialists to ensure best practice is maintained and aligned with government standards
 - enabling partner agencies and community stakeholders to apply FERU programs consistently, safely and in a vulnerability-aware manner.
- The role operates with limited direction and is accountable for the quality, timeliness and impact of capability and knowledge outcomes delivered across FERU.

Who this role reports to

- The Head of Collections, Pathways & Community Outcomes

Key Relationships/Stakeholders

- FERU Senior Leadership Team and operational leaders
- FERU Team Members
- DTF People & Culture / Learning and Development

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- DTF Digital / ICT / Data & Reporting teams (as required for platforms, reporting and content governance)
 - Policy, Compliance and Quality functions
 - Agencies (SAPOL, Courts, SAAS, Health, Education, SAHA, Local Councils)
 - Community Groups (Financial Counsellors, The Voice, Vulnerable & Hardship).
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Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
 - This role requires:
 - Nationally Coordinated Criminal History Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other: Fines History Check
 - Some out of hours work may be required. Intrastate and interstate travel may be required.
 - The incumbent will be required to participate in the Departmental Performance Management Program.
 - The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
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Essential Expertise

- Lead FERU learning and knowledge governance:
 - Lead the design and implementation of FERU learning principles, success measures and ownership models for learning delivery.
 - Establish and maintain a sustainable operating rhythm for learning (BAU), including governance artefacts, review cycles and escalation pathways.
 - Translate workforce and operating model requirements into a prioritised capability uplift roadmap (induction, core learning, refreshers, specialist streams).
- Design and deliver role based learning pathways and induction:
 - Design and embed learning pathways by role and refresher cadences across FERU.
 - Lead uplift of induction as a staged learning journey to improve confidence and reduce overload; strengthen on the job learning through coaching and structured supports.
 - Establish a cadence of masterclasses to deepen technical and specialist capability and support consistent practice.
- Lead knowledge management tools uplift and content quality:
 - Lead the uplift of FERU knowledge management systems content quality, usability, ownership & review cycles to establish a single source of truth.
 - Implement content governance (standards, version control, review cadence), and coordinate SMEs to maintain accuracy and compliance.
 - Develop and deliver guidance and training that embeds FERU Knowledge Management systems as a day-to-day decision support tool.
 - Uses data and insights from relevant tools to identify knowledge gaps, training opportunities and risk.
- Lead delivery of vulnerability aware and service excellence capability:
 - Lead the design and delivery of training that supports vulnerability aware collections practice, service consistency and compliance.

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- Translate policy/operational changes into practical training, job aids and operational guidance.
- Support leaders to embed coaching routines and consistent performance expectations through fit-for-purpose learning products and facilitation.
- Partner agency and community capability enablement:
 - Act as an active lead in the design and delivery of FERU training and learning programs for partner agencies and community stakeholders, aligned to agreed engagement frameworks and legislative/service settings.
 - Facilitate partner briefings, training sessions and learning resources that enable consistent, compliant and vulnerability-aware application of FERU programs.
 - Establish feedback loops with partners/community stakeholders to improve training content and support practical implementation.
 - Understanding of public sector ethics, integrity and accountability requirements, including WHS and inclusive practice
- Reporting, evaluation and continuous improvement:
 - Define, monitor and report learning and knowledge performance measures (completion, confidence, quality impacts, time to competence) and recommend improvements.
 - Provide high quality briefs and insights to senior leaders to support decisions on capability priorities, resourcing and delivery approaches.
 - Ensure learning and knowledge initiatives are delivered efficiently, leveraging existing materials and internal expertise where possible.
 - Demonstrated ability to define measures, analyse performance signals, and use insights to drive continuous improvement.
- Leadership and people responsibilities
 - Coordinate and provide functional leadership to trainers, subject matter experts and project contributors (including “train-the-trainer” models), allocating work and monitoring deliverables.
 - Builds capability across the workforce by coaching, facilitation and providing expert guidance in learning and knowledge practices
 - Working with strategic partners, existing and new, to implement & improve existing capabilities as well as identify new services that complement and improve the people capabilities
 - Proven ability to lead complex work programs with multiple stakeholders, establish governance, manage priorities, and deliver outcomes within timeframes.
 - Strong consultation and relationship management skills, including ability to work effectively across teams and with external agencies.
- Demonstrated commitment to and experience in the application of public sector legislation, policies and ethical standards, including Code of Ethics, EEO, cultural inclusion and work health and safety obligations.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Exposure to fines enforcement, debt recovery and/or contact centre operations.
- Experience with Livepro (or similar operational knowledge platforms) and/or learning pathway design.
- Qualification in adult education / training, learning design, change management or project management (or equivalent experience).

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