

# Candidate pack

## Senior Trainer and Content Producer - Education Sectors

Executive Level 1

\$110,807 to \$124,958 plus 15.4% superannuation

Full-time, - Ongoing/Non-ongoing  
Canberra, Sydney or Melbourne

Reference: 2387-2024-1

Section: Awareness and Capability

Branch: Education, Prevention and Inclusion  
Division: eSafety Commissioner

Security Clearance: Baseline Vetting

**Applications close: Sunday, 2<sup>nd</sup> June 2024 at 11.30pm AEST**

# About us

The eSafety Commissioner's (eSafety) purpose is to help safeguard Australians at risk from online harms and to promote safer, more positive online experiences.

eSafety leads and co-ordinates the online safety efforts across Commonwealth departments, authorities and agencies and engages with key online safety stakeholders. It has a broad remit which includes administering complaint schemes and the creation of audience-specific content and programs to help educate all Australians about online safety.

The eSafety Commissioner is an independent statutory office holder supported by staff from the Australian Communications and Media Authority (ACMA). Our employees are engaged under the [Australian Public Service Act 1999](#) and are subject to the terms and conditions of employment in the [ACMA's Enterprise Agreement 2024-2027](#).

View [Working at the ACMA](#) or [visit our website](#) for further details.

## Role responsibilities and duties

The team creates and delivers tailored presentations and resources to build online safety knowledge and skills and an awareness of the functions of the eSafety Commissioner. The team works with a variety of organisations and sectors who play a role in supporting and protecting children and young people online. Presentations are mostly delivered by live webinar throughout Australia.

As Senior Trainer and Content Producer (Education Sectors), you will work in the Awareness and Capability team to deliver and develop eSafety training. You will be an experienced trainer and facilitator skilled in devising and rolling out education and training programs to Australian school aged students, educators, student wellbeing officers and other professionals.

### In this role, you will:

- develop and deliver online safety presentations and professional learning (via webinar) to new and existing stakeholders
- deliver face-to-face training when required (with travel as necessary)
- present both in and out of business hours
- collect data and report against benchmarks
- understand and complete education accreditation documentation for training programs
- provide strategic program advice, ensuring current and new programs are informed by research and stakeholder needs
- develop new content and update existing online safety materials, resources and presentations as required

Suitable candidates may be placed in a merit pool from this selection process and the pool may be used to fill similar ongoing or non-ongoing roles. Non-ongoing vacancies filled from a merit pool may be offered as a specified term. Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles.

# Our ideal candidate

We are seeking an experienced, reliable, engaging, and flexible senior trainer and content producer.

Our ideal candidate will have qualifications and recent leadership experience in school education, experience working in or with government agencies, a proven ability to present to diverse audiences including children, parents and carers, educators, senior school leaders, mental health practitioners, corporates, and other groups.

You will have experience working collaboratively with internal and external stakeholders and specialist agencies to develop both face to face and online professional learning and resources, as well as proven problem solving, and critical thinking skills is essential.

You will have or be able to quickly attain detailed online safety knowledge and the work of the eSafety Commissioner.

You will also have:

- project management skills including an ability to manage competing priorities and respond flexibly to changing work demands.
- experience in the use of online learning technologies and the skills to quickly learn how to effectively use and present via a variety of online presentation platforms including GoTo Webinar, Webex, Microsoft Teams and Zoom.

## Eligibility

To be eligible for employment with eSafety, applicants must be an Australian citizen.

Successful candidates must be able to obtain and maintain a baseline security clearance or hold a current security clearance of an appropriate level. More information on the security clearance vetting process is available on the [Australian Government Security Vetting Agency \(AGSVA\) website](#).

## How to apply

If you consider your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our [online careers portal](#) will guide you through the application and submission process.

Your application will need to include:

- your resume
- the contact details of two referees
- a 'one-page statement' telling us how your skills, knowledge, experience, and qualifications make you the best person for the job.

## Your resume

Your resume should be no more than two to four pages. Include the following:

Personal details: Name, contact email and mobile number. Use your personal email address so we can contact you at any time.

- **Education:** Provide details of any relevant education and qualifications.
- **Work experience:** List your career details in chronological order, starting with your most recent employment, and outline the responsibilities and achievements relating to your experiences. Indicate dates and explain any gaps in time.
- **Other experience:** Briefly mention any relevant extra-curricular activities or volunteer/community work, and what you may have gained from these.
- **Referees:** Give the details of two professional referees who can validate and support your application. It is important to remember that a good referee is someone who:
  - knows your abilities
  - can comment on your suitability for the role
  - can discuss details of your work performance.

Your referees should include your current supervisor and may be contacted at any stage of the process. It is important that you advise them of your application and that you are confident they will support it.

## Your statement and response

Your statement should not exceed 750 words and must cover why you are the right person for the position. We want to know:

- why you want to work in this role
- how your skills, experience and qualifications can benefit us.

Try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role.

You may like to structure your examples using the problem, action, result (PAR) method:

- **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills.
- **Action:** Describe the action you took to address or resolve the problem.
- **Result:** Describe the outcome of your actions, including what you learned, what you might do differently, and if the result impacted your organisation or team.

You do not need to use a different example for each of the skills required in this role; you could use one example that covers several of the skills and values we are seeking.

## Contact us

If you have any questions or need any more information about this role, please contact:

Kellie Britnell  
 (02) 9334 7909  
 kellie.britnell@esafety.gov.au

Role Details:	
<b>Role</b>	Senior Trainer and Content Producer - Education Sectors
<b>Classification</b>	Executive Level 1
<b>Section</b>	Awareness and Capability
<b>Branch</b>	Educations, Prevention and Inclusion
<b>Location</b>	Canberra, Sydney or Melbourne
<b>Employment Type</b>	Ongoing/Non-ongoing
<b>Date</b>	May 2024

<b>Position context</b>	<p>eSafety Commissioner's (eSafety) purpose is to help safeguard Australians at risk from online harms and to promote safer, more positive online experiences.</p> <p>eSafety is Australia's online safety regulator and leads and co-ordinates the online safety efforts across Commonwealth departments, authorities and agencies and engages with key online safety stakeholders. eSafety has a broad remit which includes administering complaint schemes and the creation of audience-specific content and programs to help educate all Australians about online safety. The enactment of the Online Safety Act 2021 has broadened eSafety's regulatory remit.</p>
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<b>Role Overview</b>	<p>eSafety's Awareness and Capability team is part of the Education, Prevention and Inclusion (EPI) Branch that delivers on eSafety's 'Prevention' pillar.</p> <p>The team creates and delivers tailored presentations and resources to build online safety knowledge and skills and an awareness of the functions of the eSafety Commissioner. The team works with a variety of organisations and sectors who play a role in supporting and protecting children and young people online.</p> <p>The team supports an extensive training program for school students, educators, pre-service teachers, university staff, student wellbeing officers, families, community organisations, mental health and social workers, sporting groups, welfare agencies and corporate groups.</p> <p>Other audiences include frontline workers supporting people experiencing family, domestic and sexual violence, those working with people in vulnerable situations and communities, senior Australians, and others. An evidence-based co-design process is used to develop resources, training and education materials. This draws on experiences from within the relevant cohort, to ensure the resources developed are fit for purpose.</p>
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Presentations are mostly delivered by live webinar throughout Australia.

As Senior Trainer and Content Producer-Education Sectors, you will work in the Awareness and Capability team to deliver and develop eSafety training primarily for stakeholders in the education sector. You will be an experienced trainer and facilitator skilled in devising and rolling out education and training programs to Australian school aged students, educators and other professionals.

You will be tech proficient and be able to demonstrate a proven ability to use digital tools effectively. You require an ability to troubleshoot and solve problems across several webinar platforms.

This role would suit a person who is highly organised, reliable, and motivated with a demonstrated ability to work flexibly, with team members and to tight deadlines.

There will be some out of hours work and travel required. A valid driver's licence and access to a car is essential.

In this position you will be expected to:

- develop and deliver online safety presentations and professional learning (via webinar) to new and existing stakeholders
- deliver face-to-face training when required
- present both in and out of business hours
- collect data and report against benchmarks
- understand and complete education accreditation documentation for training programs
- provide strategic program advice, ensuring current and new programs are informed by research and stakeholder needs
- develop new content and update existing online safety materials, resources and presentations as required
- work with other education related eSafety teams to align content and presentations

The position will require a highly experienced and effective education professional. It will involve reviewing and identifying gaps in existing eSafety education content and drawing on complementary programs delivered by other eSafety teams and agencies to ensure consistent messaging.

## Role Functions

### Business

- Demonstrated ability to build and sustain relationships with a network of key education stakeholders and anticipate and respond to stakeholder needs.
- Demonstrated strong writing skills, with capacity to tailor messages to meet the needs of the target audience.
- Excellent program management skills including proven ability to actively monitor progress and adjust strategies, priorities and resources to achieve desired outcomes.

<b>Leadership</b>
<ul style="list-style-type: none"> <li>• Willingness to contribute own expertise to achieve outcomes for the work area and to build on the expert knowledge and skills of others.</li> <li>• Ability to set own work tasks that align with eSafety's strategic objectives and corporate plan and with the Awareness and Capacity team.</li> <li>• Experience in establishing clear business plans with specific activities and timeframes for project implementation.</li> </ul>
<b>Specialist / Technical</b>
<ul style="list-style-type: none"> <li>• Proven experience in presenting to large audiences and professionals, in the education sectors context.</li> <li>• Highly developed oral and written communication skills, including experience in evaluating programs.</li> <li>• Demonstrated experience tailoring communication style and messages, as well as actively listening to others and checking to ensure their views have been expressed and understood.</li> <li>• Demonstrated understanding of online safety in the education sectors or capacity to quickly acquire.</li> <li>• Demonstrated skills in presenting using multiple webinar platforms with the ability to troubleshoot and solve problems.</li> </ul>

<b>Role Requirements</b>
<b>Qualifications / Experience / Clearance:</b>
<p><b>Mandatory</b></p> <ul style="list-style-type: none"> <li>• Recent experience working with a variety of stakeholders in or with education sectors.</li> <li>• Demonstrated experience in the design, development, evaluation and delivery of training programs and resources for education related audiences.</li> <li>• Experience delivering presentations online and face-to-face to diverse groups</li> <li>• Valid Police Check and WWCC (or similar) prior to commencement.</li> <li>• Australian Citizenship</li> <li>• A valid driver's license and access to a car is essential.</li> </ul>
<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of how existing and emerging technologies are being used and misused in education settings</li> </ul>