

Right People Right Culture

Position Title:	Technical Trainer
Incumbent Name:	
Effective Date:	
Location / Department:	Clayton / Learning & Development
Reports to:	Learning & Development Manager
Responsible for:	No direct reports
Overall Objective of the Position:	To provide first class training opportunities to all William Adams employees and our key customers, with particular focus on our Apprentices and Technicians.
Performance Objectives:	To deliver relevant, timely, cost effective and efficient post trade technical and Apprentice role required competency & awareness training across all branches.
Level of Responsibility:	To develop rapport to ensure effective working relationships with stakeholders including customers, managers and employees.
Key Accountabilities:	<p>Training General Duties</p> <ul style="list-style-type: none"> • Maintaining close working relationships with Branch Managers and other Branch personnel to plan relevant, timely and effective training • Proactive planning and monitoring of course numbers with L&D Administrator to ensure maximum attendance rates • Identifying training opportunities • Delivery/facilitation of relevant training courses including post trade technical, NPI, Trade Upgrade, Apprentice top-up • Providing feedback on training courses to employees and the Learning & Development team. • Collaborate with SME's to develop new and transition existing awareness courses, to online delivery and E-learning courses • Assist with collating and updating student attendance records details in the training database • Identify opportunities to deliver apprentice 'top up' training, addressing skills gaps for all Apprentices • Assist in the development of training materials working with SME's to identify outdated reference documents & procedures <p>Apprentice mentoring and coaching</p> <ul style="list-style-type: none"> • Acting as a role model to Apprentices and other junior technicians, providing advice, coaching and technical assistance • Assisting Apprentices with tasks related to their qualification including log books, TAFE paperwork, Training plans, branch or department rotations. • Assist Apprentice Coordinator with conducting scheduled Apprentice log book audits and providing progress reports to Branch Managers. <p>General</p> <ul style="list-style-type: none"> • Travelling to William Adams Branches or customer sites across our Company territory as required. • Ensure the maintenance of a tidy and well-presented classroom and office spaces. • Participate in career expos or trade shows as required

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Skills, Knowledge, and Experience:	<ul style="list-style-type: none"> • Undertake projects and business needs as required • Work with William Adams Institute Management to ensure compliance with: <ul style="list-style-type: none"> • AQTF and ensure RTO compliance • Environmental Standards • Safe working practices • Contamination Control <p>Essential:</p> <ul style="list-style-type: none"> • Drivers Licence – Car • First Aid level 2 • WAPL online OH&S courses • Machine Movement & Load/ Unload • Forklift licence Chain of Responsibility • Lifting & Slinging/ Gantry cranes • Manual Handling • Working @ Heights • Spill Control & Response • Machine Awareness • Defensive Driver Training • Environmental Awareness <p>Alternate:</p> <ul style="list-style-type: none"> • Certificate or Diploma in Education or Technical subjects • Specific Caterpillar delivered courses e.g. AFA, CIAP • Presentation skills/ Public Speaking • Caterpillar programs and systems knowledge • Instructional Design <p>Skills:</p> <ul style="list-style-type: none"> • Excellent facilitation/ presentation skills • Good verbal and written communication skills • Intermediate computer skills (Microsoft Outlook, Word, Excel, PowerPoint etc.) • Excellent customer service skills • The skill and ability to work harmoniously in a team environment (a team player) while unsupervised • The ability and skill to develop and present information to train and coach others in your area of knowledge and expertise • excellent time management, planning and organisation skills
Key Relationships:	<p>Internal – All operational employees as required, Branch Managers and Supervisors, Operational Managers, People and Culture team</p> <p>External – Customers & relevant Stakeholders</p>

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VALUES - KEY CAPABILITIES:

TEAMWORK	<ul style="list-style-type: none"> • Fosters, supports and encourages teamwork and collaboration to achieve team goals • Shares opinion/experience/knowledge with others & in turn, listens to the values, ideas and opinions of others • Takes personal responsibility for the quality and timeliness of their own share of the team's work • Keeps relevant Team Leader/Manager informed of progress/issues encountered • Consults with colleagues and seeks their input in problem solving/decision making • Can effectively cope with change, can shift direction and adapt comfortably and positively
INTEGRITY	<ul style="list-style-type: none"> • Represents the business in an honest, ethical and safe way supporting a culture of integrity and professionalism as well as accepting accountability and responsibility for your own actions • Recognises and reports misconduct, illegal or inappropriate behaviour • Helps others to understand their obligations to comply with rules, policies, guidelines and codes of conduct • Responds to others with courtesy and respect
SUSTAINABILITY	<ul style="list-style-type: none"> • Proactive approach complying with the Company's Contamination Control and quality procedures (as detailed on our document library) • Actively looks to identifying ways of continuously improving environmental, sustainability and quality performance within the department
EXCELLENCE	<ul style="list-style-type: none"> • Understands and empathises with customer circumstance and is solution focused • Promotes, recognises and acts as a role model for safety - internally and externally • Understand and applies our obligations to comply with relevant legislation, standards, licenses', regulations, policies, procedures, guidelines and our code of conduct • Takes action to stop or prevent harm to our people, environment, equipment, brand, community and customers • Demonstrates punctuality and behaviours that reflect the business expectations
COMMITMENT	<ul style="list-style-type: none"> • Committed to meeting the expectation and requirements of our customers • Responds to customer requests/challenges immediately • Contributes to business improvements to benefit the customer

OTHER KEY CAPABILITIES:

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Actively develops and maintains knowledge and skills/continuous learning	<ul style="list-style-type: none"> • Takes personal responsibility to ensure own knowledge and skills meet present and future job requirements • Proactively seeks to improve job and business related skills and knowledge • Turns mistakes into learning opportunities for self and team • Is open to diverse and/or new ideas • Maintains up to date with new and leading edge developments or thinking in own professional/technical area • Where relevant to role, knows and explains product features/benefits, understands customer's business environment/demands and applies market knowledge
Results Orientated	<ul style="list-style-type: none"> • Takes responsibility for delivering on intended outcomes or goals • Uses own expertise and seek others' expertise to achieve work outcomes • Seeks clarification when unsure of work tasks • Works around typical problems and obstacles to get results • Manages own time well in order to complete allocated tasks on time and with high quality • Takes responsibility and stays focused on problems until an effective solution can be found
Develop Self Awareness & effectively builds resilience	<ul style="list-style-type: none"> • Demonstrates openness with others • Demonstrates knowledge of own key strengths and development areas • Open to positive and constructive feedback • Perseveres to achieve goals, even in the face of obstacles • Maintains a positive outlook in challenging situations • Listens to others, reads others' body language, and adjusts tone and style accordingly • Is able to maintain high standards despite pressing deadlines • Copes effectively with setbacks and disappointments as well as remains calm and in control under pressure • Accepts constructive criticism in an objective manner, without becoming defensive or aggressive
Strategy and my role	<ul style="list-style-type: none"> • Comes up with creative ideas and solutions • Operates with a learning and growth mindset • Understands the business's current and future strategic objectives and how my role fits within that plan • Understands the business's strengths and weaknesses as compared to competitors • Takes action to overcome current issues, problems, obstacles and barriers to success • Ensures changes do not compromise quality or standards of service • Has awareness of the requirement to seek approval prior to spending and how I impact the bottom line with each decision I make

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Customer Focus	<ul style="list-style-type: none"> Committed to meeting the expectation and requirements of customers Responds to customer requests/challenges immediately Contributes to business improvements to benefit the customer Performs role with customers in mind Understands the importance of customer service Quickly and effectively solves customer problems Helps customers understand the services that are available Takes responsibility for delivering services which meet customer requirements Keeps customers informed of progress and seek feedback to ensure their needs are met Shows respect, courtesy and fairness when interacting with customers
Qualifications:	<ul style="list-style-type: none"> Certificate IV Training and Assessment or Diploma Training and Assessment Trade Qualification, preferably William Adams Apprenticeship and/or Caterpillar experience or Industry based Experience
Physical Dimensions:	<ul style="list-style-type: none"> Manual Handling (up to 10 kg) Vehicle Driving Sitting for Long Periods Keyboard/PC Operation (approx. 7 hours per day)
QA Duties:	Responsible for all Quality Assurance activities and measures for this position as stated in the Quality Policy, System Outline and Work Instruction Manuals on our document library.
Safety, Health and Environment Duties:	<p>All employees are responsible for abiding by the Company's Health and Safety policies and procedures, which outline the Company's commitment to safety in the workplace, these are all available on our document library SupportPoint.</p> <p>Employees are expected to:</p> <ul style="list-style-type: none"> Comply with the Company's Safety, Health and Environment procedures and follow all instructions Take reasonable care for their own safety as well as the safety of others Identify and immediately report any hazard/ incident/ accident in line with Company procedures Ensure appropriate Standard Operating Procedures are applied at all times Follow the Injury & Incident Reporting Policy & Procedure(s) at all times Wear appropriate Personal Protective Equipment (PPE) at all times Actively and constructively participate in discussions to resolve Safety, Health and Environment issues Develop, maintain and provide a safe and fulfilling workplace for all employees by applying 'leading' indicators to identify possible safety hazards/incidents

Position Description

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	<ul style="list-style-type: none"> • Ensure all incidents and accidents are reported and investigated in a professional manner according to documented Company procedures and in line the appropriate State and Federal WorkCover authorities • Recommend and implement preventative or corrective action to eliminate work related injuries and risks • Train and support employees in completing applicable reporting requirements (ie, JSA's, Process Feedbacks) before undertaking risk associated tasks • Ensure the provision and application of appropriate PPE to all employees at all times <p>At all times, monitor, review, train and support employees in the workplace to ensure a low or no risk environment.</p>
Contamination Control:	<p>All employees are responsible for abiding by the Company's Contamination Control procedures, which outline the Company's commitment to maintaining a safe, healthy and productive workplace through good housekeeping practices and achieving star rating objectives.</p> <p>All employees are required to keep their area of work clean and tidy at all times. Compliance to Contamination control practices will be monitored via both internal and external (Caterpillar) audits.</p>
Equal Employment Opportunity / Affirmative Action Responsibilities:	The company is intent on ensuring that all employees receive equal opportunity for recruitment, for training, promotional and transfer based solely on skills, qualification, abilities and aptitude. i.e. merit.
Code of Conduct:	All employees are responsible for abiding by the company's Code of Conduct, which outlines the company's diversity policy and supports and promotes equal opportunity for all employees in the workplace.

Back-Up For: Technical Trainer, Operator Trainer

Back-Up Provided By: Technical Trainer, Operator Trainer

Position Description Written By: Learning & Development Manager

Date Prepared: October 2021

Signature of Incumbent:

Name:

Signature of Manager / Supervisor:

Name:

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The purpose of a position description is to provide a position summary that can be used to assist in a number of management activities including recruitment, induction, training and performance management. Position descriptions are supported by, and should be read in conjunction with, other William Adams documents such as letters of appointment, policies and procedures, code of conduct and any other materials that provide details about what is to be achieved and how the position is to be performed.

A position description is only a summary of the typical functions on the position, not an exhaustive list of all possible position responsibilities, tasks and duties. The responsibilities, tasks and duties of the incumbent may differ from those outlined in the position description or other duties, as assigned, might be part of the position. As many positions evolve over time, position descriptions may be reviewed and updated.