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| **POSITION** | Learning & Development Support Officer |
| **SECTION** | People & Culture |
| **DEPARTMENT** | Corporate Services |
| **BUDGET SUBJECT** | 237 |
| **POSITION NO.** | BCC874 |
| **POSITION TYPE** | Full-time |
| **REPORTS TO** | Coordinator Learning & Development |
| **DIRECT REPORTS** | Nil |
| **POSITION GRADE** | Grade 6, (Band 2, Level 1) |
| **DATE** | April 2018 |

## Position Description

POSITION PURPOSE:

* To provide high level administrative support to the Coordinator Learning & Development.
* Undertake tasks to support the delivery of Learning & Development (L&D) initiative’s and programs with the L&D team.
* Act in accordance with the New South Wales (NSW) Workplace Health and Safety (WHS) Act 2011, WHS Regulation 2017 and the WHS Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:

**Essential:**

* Demonstrated relevant experience.
* Experience in the use of various computer applications (e.g. Word, Excel).
* Experience in administering Learning Management System functions such as recording training and setting up events.
* Ability to work within a small, dynamic and fast- paced team environment.
* Strong organisation and prioritisation skills.
* Demonstrated commitment to exceptional customer service.
* Well-developed communication and negotiation skills.
* Solid understanding of Council’s roles and functions for the community.
* Availability to work flexible working hours.
* Class “C” Licence.

**Desirable:**

* Certificate III in Business Administration and/or Certificate IV in Training and Assessment.

AUTHORITY:

* The incumbent has the authority to take any reasonable action consistent with the responsibilities of the position and ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position.
* The incumbent’s authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

* Provision of high level administrative support to the Coordinator L&D and team. Support to the People & Culture (P&C) section as required.
* Coordination and administration of training scheduling using annual TONI data, WHS compliance requirements and attendance reporting.
* Collation and reporting on training statistics for example, attendance, non-attendance and costs.
* Assist with provision of sound advice in the areas of staff development and training to the Coordinator L&D and Manager P&C in order to inform Council Directorates and Management Groups.
* Liaise with external providers of training to determine appropriate training options to address targeted training needs.
* Manage relationships with external training providers, suppliers and Council’s Apprenticeship Network Provider.
* Assist with the coordination and administration of apprentice and trainee contracts and reporting.
* Manage the Work Experience Program, including coordinating placements and liaising with careers advisors.
* Manage Councils Fitness Passport Program, including approving applications and assisting staff with enquiries.
* Support the delivery of wellbeing activities such as the Employee Assistance Program and mental health initiatives in line with Blacktown City Council’s Safe and Well program.
* Support the facilitation of training events such as Apprentice and Trainee Induction and Apprentice Development Day.

**Workplace Health and Safety (WHS):**

* Act in accordance with the NSW WHS Act 2011, WHS Regulation 2017 and the WHS Management System.
* Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in relevant work area.
* Adequately understand WHS responsibilities and actively fulfil these as
* indicated in the WHS Responsibilities guideline WHS001. (WHS001- Matrix is attached).
* Ensure all staff’s WHS & compliance licences are valid by scheduling training based on expiration.
* Continually audit data integrity of training records to ensure WHS licence requirements are met.

**Corporate Objective:**

* To commit to and embrace the objectives of Our Blacktown 2036, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

**Equal Employment Opportunity (EEO):**

* Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

**Environmental Sustainability:**

* Act in accordance with the Protection of the Environment Operations Act 1997 (NSW), the Local Government Act 1993 (NSW) and seek to conserve and enhance our local environment, in consideration of Council’s environmental sustainability policy through our work practices, programs and services.

DUTIES:

* Provide high level administrative support to the L&D team involving:
  + Coordination and administration of training events.
  + Coordination and preparation of correspondence and documentation in a timely manner.
  + Draft routine, file, retrieve and deliver correspondence.
  + Maintain various information registers and data bases.
  + Maintain personal files.
  + Maintain various information resources e.g. publications, directories.
  + Processing of orders and invoices.
  + Attending and minute taking at nominated meetings, as required.
* Prepare and maintain accurate reports and statistics on L&D related matters. Working within the L&D team to facilitate the delivery of the corporate training plan.
* Assist in the development, review, update and implementation of L&D system documentation, processes and procedures, including intranet content.
* Advise and assist the Coordinator L&D and Manager P&C in informing Council Officers and staff in development of training needs analyses and delivery of training intervention options.
* Identify relevant external training programs consistent with the needs of the organisation.
* Coordinate the delivery of training programs delivered both internally and by external training providers.
* Assist with the implementation of the Corporate L&D Strategy and Leadership Development Strategy and supporting the delivery of related Action Plans.
* Undertake user acceptance testing when system upgrades are required.
* Manage L&D Inbox and reply to enquires and action requests in a timely manner.
* Process L&D invoices, complying with procurement guidelines.
* Undertake research assignments and special projects as directed.
* Ensure Council’s training complies with Award and Legislative requirements.
* Assist with recruitment and selection of apprentices/trainees.
* Represent P&C in recruitment/selection panels as required.
* Support the P&C section as needed.
* Other duties as directed consistent with the operations of Council.

PERFORMANCE CRITERIA:

As per Council’s Performance Management System.

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| Employee Name (PRINT): |  |  |  |
| Employee Sighted and Agreed: |  | Date: |  |
| Supervisor Name (PRINT): |  |  |  |
| Authorised by Supervisor: |  | Date: |  |