

CLARENCE VALLEY COUNCIL

Position Description

Senior Learning & Development Officer

Directorate	Corporate & Governance
Location	Grafton
Classification/Grade/Band	Grade 11
Position Code	
Date position description approved	13 May 2022

Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

Values



Primary purpose of the position

The position leads and coordinates the learning and development of Clarence Valley Council, ensuring training, development, and capability building solutions are in place, drives the development and delivery of organisational wide learning informed by a needs analysis, achieves goals identified in the Operational Plan and Workforce Management Strategy and in accordance with Award requirements.

Key accountabilities

Within the area of responsibility, this role is required to:

- Coordinate and manage all learning and development requirements within the employee's journey, from induction through to annual compliance training and development plans to maximize workforce capability
- Ensure systems, activities, and processes within the learning and development environment are meeting the needs of the organisation
- Partner with key organisational leaders and managers to develop an annual learning and development plan that is informed by a training needs analysis
- Maintain an elearning platform that is current and represents a modern organisation
- Develop and implement contemporary and innovative learning solutions to deliver the required outcome for the organisation
- Work with the People and Culture Team in achieving team goals to ensure effective and modern human resource management functions.

Key challenges

- Managing training and learning needs within an allocated budget
- Managing competing and conflicting priorities, within agreed timeframes and to the required standard
- Managing sensitive and often complex staff issues
- Developing and maintaining collaborative working relationships and an effective network of both internal and external stakeholders to support and facilitate training activities.

Key internal relationships

Who	Why
Coordinator People, Culture and Workforce Planning	Receive direction, advice, guidance, support and performance feedback Escalate sensitive issues Participate in discussions and decisions and share information, collaborating with the People and Culture Team
People and Culture Team	Work collaboratively, share information and discuss contemporary HR best practice, innovation, and processes
Managers & Staff	Provide support and guidance throughout the lifecycle of an employee particularly relating to learning and development Develop and maintain effective working relationships and open channels of communication Manage the flow of information to facilitate positive outcomes and solutions

Key external relationships

Who	Why
External Training Providers	Collaborate and share information

Key dimensions

Decision making

Makes decisions and acts within Council's core values, ethical standards, strategic plans, policies and priorities, legislative and regulatory frameworks, delegations, agency policy and procedural frameworks and guidelines.

Reports to	Coordinator People, Culture and Workforce Planning
Direct reports	Nil
Indirect reports	Nil

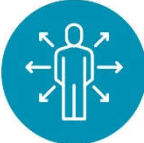



Essential requirements

Demonstrated experience in working collaboratively to ensure organisational learning and eLearning needs are identified and met. Experience in developing, delivering and evaluating a training program, Certificate IV in Training and Assessment and job-related experience.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at www.lgnsw.org.au/capability.

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

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	Capability Name	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships Communicate and Engage	Adept	<ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning

Local Government Capability Framework

Capability Group	Capability Name	Behavioural Indicators
Resources Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements