

# Position description

## POSITION DETAILS

POSITION TITLE	Learning and Development Officer
GRADE	12
OCCUPANT	Vacant
DIRECTORATE	Executive
REPORTS TO	Business Improvement Manager
POSITION STATUS	Permanent
HOURS PER WEEK	35
NO. DIRECT REPORTS	N/A
NO. INDIRECT REPORTS	N/A
OPERATING BUDGET	N/A
CREATED	June 2022

## POSITION PURPOSE

The Learning and Development Officer will be responsible for coordinating and managing the day to day requirements of the Learning and Development function. The role is required to undertake design, development, oversight, implementation and evaluation of development programs and activities, as well as provide specialist advice to staff and leaders that enables continuous improvement in operational performance as well as the achievement of desired cultural change through Council's transformational change process.

### *Our Vision*

A vibrant region to  
*Live > Enjoy > Grow*  
that is inclusive,  
resilient and  
progressive

### *Our Values*

- > Integrity
- > Leadership
- > Vision

## KEY ACCOUNTABILITIES / DUTIES

### LEARNING AND DEVELOPMENT

- > Develop and maintain a central training program that reflects the identified needs from the appraisal process, the competency and performance criteria
- > Create a corporate learning and development plan and programs to improve the productive capacity, skills and knowledge of employees. The plan is to include corporate induction, statutory training requirements, employee development and IT training requirements
- > Working closely with the Business Improvement Manager, assist in the development of a new Learning and Development Strategy and implementation of associated frameworks to support rolling out the business transformation program of work
- > Work collaboratively with the Executive Directorate and engaging stakeholders across Council collaboratively, deliver business improvement projects that support the strategies of Council and facilitate a culture of continuous improvement
- > Coordination of training logistics such as registrations, training attendance records, facility bookings and catering
- > Work collaboratively with all Council trainees and apprentices to ensure traineeships are complete within prescribed timeframes
- > Liaise with internal and external training providers
- > Maintain and record learning and development policies and procedures
- > Deliver Council Induction and Learning and Development programs and ensure training is provided to employees who require it or where a need is identified
- > Assist in the implementation of the actions from the Workforce Management Strategy
- > Develop and maintain a training register
- > Be an active participant in developing processes to upskill workplace knowledge and understanding of business systems incorporating changes necessitated through the transformation change process

### FINANCIAL/BUDGET MANAGEMENT

- > Monitor budget for learning and development programs and studies assistance and incentives

### TEAM SUPPORT

- > Assist in any other matters as requested by the Business Improvement Manager, People and Culture Manager, or the Executive Leader Transformational Change
- > Provide support when needed to the People and Culture team

## SELECTION CRITERIA

### ESSENTIAL CRITERIA

- > Qualifications in Human Resources, Organisational Development or related discipline
- > Demonstrated experience in providing reliable and professional advice to management at all levels across a broad spectrum of employee relations and learning and development
- > Excellent written and verbal communication skills with the ability to influence and negotiate across all levels within Council
- > Demonstrated ability to carry out multiple projects and achieve set goals within the required time frame
- > Current Driver Licence

### DESIRABLE CRITERIA

- > Certificate IV in Training and Assessment
- > Strong facilitation and presentation skills with the ability to conduct focus groups as required
- > Possess skills in digital information and technology and corporate software systems

## AUTHORITY AND ACCOUNTABILITY

- > Decisions are either guided by practices, procedures, processes and precedent and/or made in consultation with the immediate supervisor.
- > Decisions made by the job holder affect the work and activities of others within the section or from a specific project team.
- > The work of the job holder influences the external environment by ensuring services are consistent with Council standards.
- > The job holder is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer.
- > The job holder identifies requirements as an input to budget development.
- > Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

## JUDGEMENT AND PROBLEM SOLVING

- > Problems are solved by the examination of readily obtained information and the selection of an appropriate solution from a number of options.
- > The job holder is required to make judgements and interpretations based on analysis of information and straightforward situations and is responsible for improving and developing methods and techniques
- > Regular planning is required to ensure activities and resources are coordinated for day to day work or that projects run to schedule.
- > Understand the customers' priorities to enable anticipation of their needs and demonstrate initiative in adapting team plans and goals to meet them.

## MANAGEMENT SKILLS

- > Responsible for own work and not normally required to direct or supervise other personnel.

## INTERPERSONAL SKILLS

- > This job requires written communication skills which enable the job holder to write detailed correspondence, reports and submissions that require original sentence, paragraph construction and wording.
- > The job holder is required to provide basic information to customers and assist with routine service problems and should recognise when a problem is 'too delicate' or 'volatile' to be handled by self and refer to others.
- > The job holder is required as a major part of the job to provide service to internal customers, with accountability for measuring and consistently improving service.
- > Responsible for team building and team development.

## CORPORATE WIDE ACCOUNTABILITIES

### WORK HEALTH AND SAFETY

All employees are responsible for the Work Health and Safety (WHS) for Gilgandra Shire Council and their duties include:

- > Complying with Council's WHS policies and procedures
- > Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- > Reporting an potential hazards, incidents or injuries to their Supervisor or People and Culture within 48 hours
- > Participating in any WHS consultation arrangements
- > Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- > Correctly using all personal protective equipment
- > Complying with emergency and evacuation procedures and site rules if applicable

### SUSTAINABILITY AND TRANSFORMATIONAL CHANGE

Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability and transformational change into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable and transformational change work practices.

## CODE OF CONDUCT AND EQUAL EMPLOYMENT OPPORTUNITY

Staff will, at all times, adhere to:

- > Council's adopted Code of Conduct
- > Council's Equal Employment Opportunity and Workplace Bullying policies to adopt a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

## ACCEPTANCE

I, \_\_\_\_\_ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work with the requirements of the position and will abide by Gilgandra Shire Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_