

Position Description

Learning & Development Officer



Position Title:	Learning & Development Officer (MXT)	Position Number:	0873
Division:	Corporate Services	Job Grade:	JG7
Unit:	Human Resources	Award base:	35 hours
Unit Leader:	Manager Human Resources	Reports to:	Senior Human Resources Officer
Supervises:	Nil		
Date Created /Revised:	July 2009 July 2014 - updated template February 2016 – revised July 2018 – minor edits		

Position Purpose

- Embed a culture of achievement, creativity and continuous improvement through the development, implementation and delivery of Learning and Development strategies.
- Drive and coordinate learning and development strategies and projects to increase Council's capacity to achieve and retain improvements in performance and operational outcomes.
- Develop and deliver training programs.

Values Statement

What we value
Living and loving the Tweed.
We look after people and places, explore all opportunities and
are proud of our passionate approach.
We care about each other, choose to be here, and are in this together.
We have conversations where everyone can contribute and we are willing to have a go.
We put back in to make a difference,
so that our Tweed community is even better tomorrow than it is today.

External Environment

Tweed Shire is one of the fastest growing areas in New South Wales. The Shire also has the second highest biological diversity of any area on the Australian Eastern seaboard.



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Organisational Environment

PEOPLE, COMMUNICATION AND GOVERNANCE GROUP

The People, Communication and Governance Group provides a comprehensive range of support services across the organisation in the areas of human resources, risk, work health and safety, corporate compliance, audit, administration, governance, communication, customer service, corporate relations and Integrated Planning and Reporting.

The Group supports the General Manager and the three operational Divisions in a participative and consultative environment aimed at facilitating organisational performance and competitiveness.

Human Resources Unit:

The Human Resources Unit provides Equal Employment Opportunity, Industrial Relations, Employee Relations, Recruitment, Training, Work Health and Safety and Return to Work Services to Council as well as providing advice in relation to the implementation of organisational change. Human Resources is also responsible for the preparation, review and implementation of the Workforce Management Plan.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.



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The Position

The position is located within the Human Resources Unit, reports the Senior HR Officer.

The position coordinates, investigates, develops and delivers learning and professional development programs to Council's workforce with the aim of ensuring that staff reach their potential and have the capacity to grow with changing organisational and customer needs.

The position's responsibilities are split between blended learning delivery, course development and training coordination.

It is essential that the incumbent possess excellent interpersonal skills to effectively communicate at all levels across the organisation, with government agencies, educational facilities, industry networks, group training providers and other councils.

The position develops and delivers organisation and employee training programs on a scheduled basis using a variety of delivery methods and is required to work with internal business units to develop new and revise existing course material.

The position is also responsible to advance the utilisation of Council's eLearning platform and associated program development and to ensure that compliance training is delivered as required to Council staff.

Preparation of reports for Management on training delivery, skill development and workforce planning initiatives is required.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

The work of the position includes, but is not limited to, the following:

Key responsibility areas	Associated key duties
1. Learning and Development	<ul style="list-style-type: none">• Manage the delivery of learning and development programs and ensure alignment with Council's Learning and Development Strategy.• Develop in-house training materials and user manuals.• Deliver in-house training programs• Identify learning and development needs through job analysis, appraisal schemes and regular consultation with business managers and supervisors.• Communicate and collaborate with business system key stakeholders, system champions and end users to determine training methodology & required outcomes including programs to support Council's core business systems, such as TechnologyOne, Property and Financials, ECM –

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	<p>Electronic Content Management, Human Resources Management System, Geographical Information System - GIS as well as Corporate Induction, Manual Handling, Supervisor Responsibilities, Selection Skills etc.</p> <ul style="list-style-type: none">• Develop and implement a blended learning approach to training as and where appropriate.• Design and expand training and development programs based on the needs of the organisation and the individual skill requirements.• Assist line managers and subject expert trainers solve specific training problems, either on a one-to-one basis or in groups.• Develop Council's eLearning platform and online courses.• .• Devise individual learning plans, in consultation with line management, where appropriate.
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<p>2. Corporate Training Plan – compilation and delivery</p>	<ul style="list-style-type: none"> • Oversee the collation of training data to identify employee training needs and formulate the Learning & Development Operational Plan. • Ensure statutory and compliance training and refresher training requirements are met. • Coordinate delivery of Council's L&D Operational Plan. • Liaise and negotiate with external training providers to source appropriate training. • Oversee the recording of training activities of staff in Council's HRIS System.
<p>3. Systems</p>	<ul style="list-style-type: none"> • Use Council's Corporate Learning Management System and authoring tools to develop, or enhance on-line learning programs. • Use Software Packages to add, store, retrieve, interrogate and manage training data. Packages include, but are not restricted to: <ul style="list-style-type: none"> ✓ Microsoft Office software including Word, PowerPoint, Excel, Access and Outlook ✓ TechnologyOne ECM – Records Management ✓ TechnologyOne Financials – Financial Management ✓ HRIS –HR Management Information System
<p>4. Protocols and Procedures</p>	<ul style="list-style-type: none"> • Develop a thorough understanding of all Learning and Development protocols and procedures and a broad understanding of general HR protocols and procedures. • Provide input into the creation/revision of Learning and Development protocols and procedures. • Provide advice and assistance to staff at all levels of the organisation in relation to the application of HR protocols.
<p>5. Internal facilitators</p>	<ul style="list-style-type: none"> • Identify suitably qualified/experienced Council employees to deliver in-house programs where appropriate. • Ensure internal facilitators are suitably prepared for course delivery. • Monitor and review materials developed by nominated internal facilitators for in-house delivery to employees. • Ensure TSC facilitators and employees are kept up-to-date and skilled in the latest concepts and techniques in identified areas including Council's business systems. • Attend courses as required to attain/enhance knowledge, skills and expertise to develop and deliver specialised training for facilitators and employees. • Develop and deliver skills training to TSC facilitators and employees using a broad range of methodologies according to participant knowledge and experience.

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6. Administration and report writing	<ul style="list-style-type: none">• Coordinate the processing associated with Council's Studies Assistance program including registration, accounts payment, salary deduction arrangements where required and the associated training agreements.• Oversee the entry of all data associated with training events as organised by individuals/divisional secretaries for attendance by staff.• Administer Council's Learning Management System.• Ensure the collection/entry of all course evaluation data into Survey Monkey for analysis.• Prepare reports based on course evaluation data.• Assist in the development, maintenance and enhanced utilisation of the HRIS Training Module and associated processes.• Identify and recommend sources of external funding to assist/subsidise training provision costs.• Prepare reports for corporate and executive management as required.• Provide support to other Human Resources functions as required.
7. Quality Control	<ul style="list-style-type: none">• Review training programs/courses to ensure continuous improvement, maximisation of transference of learning, utilisation of most appropriate training modes and relevance to Council's learning and development function.• Evaluate the effectiveness of training programs using surveys, questionnaires, interviews and observation, in order to plan future courses or to amend existing ones.• Amend and revise programs as necessary, in order to adapt to changes occurring in the work environment and broader learning and development arena.• Keep up to date with developments in workplace learning by researching new technologies and methodologies, attending learning and development interest groups/conferences/training and present this research.
8. Supervision (in the absence of the permanent L&D Officer)	<ul style="list-style-type: none">• Coordinate the tasks of the Administrative Officer.• Conduct performance appraisals and reviews.• Evaluate and progress learning and development needs for the Administrative Officer.

As a member of the Human Resources Unit the position requires attention to detail, flexibility, the ability to contribute to the provision of client services across the work of the Unit, the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

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Health Safety and Environmental System (HSES) Responsibilities:

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol this position has been deemed to fall within the following categories:

Category 8 – All Employees

All employees are required to perform their duties in accordance with their relevant position description, WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For a complete list of the WHS Responsibilities, Authority and Accountabilities of this position staff are to refer to the Protocol located on Council's intranet site:

<http://tscdotnet/OMS/> .

WHS Training Requirements

The WHS training requirements for this position as per the WHS TNA are:

Online Tweed Shire Council Safety Induction Program	Online Code of Conduct Induction
Local Area Induction – Work Activity Level 2	Ergonomics and manual handling

Organisational and External Relationships:

Organisational relationships

- all levels

External Relationships

- Training providers
- Other councils
- Government Departments
- Educational Facilities eg Universities, TAFES, Community Colleges
- Industry Network Groups

Within the context of the position, the incumbent is also responsible for:

- maintaining work standard quality
- continuous improvement of procedures and systems
- provision of quality customer service.



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Location of Position:

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor.

Probationary Period:

The position incumbent will undergo a 3 months probationary period. Where deemed appropriate, the probationary period can be extended by the relevant Director for no more than a further 3 month period. Successful completion of the probationary period will result in confirmation of the appointment.

Verification of Qualifications:

Guidelines

- All original certificates or certified (by the institution) academic transcripts must be sighted by Council. Cost of providing documentation is to be borne by applicant.
- To facilitate the verification of qualifications written permission must be given to the Tweed Shire Council for the relevant educational institution to be contacted.
- Falsely claiming qualifications will lead to dismissal and/or prosecution for any relevant offence.
- Applicants to sign a certificate declaring that qualifications are genuine and that if falsely claimed can lead to dismissal.



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Required Personal Attributes, Knowledge and Competence

Selection Criteria

Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

Knowledge and Competence: (to be addressed in full when making application)

1. Tertiary qualifications or post-graduate qualifications in a training related discipline such as Certificate IV in Training and Assessment, Certificate in Adult Education or Graduate Diploma in Education.
2. Substantial demonstrated experience in researching, developing and delivering a broad range of training programs and workshops for a large multi-disciplinary organisation, including blended learning approaches.
3. Demonstrated understanding of, and experience in, Adult Learning and flexible delivery methods.
4. Demonstrated organisational and time management skills with particular attention to deadlines within a busy work environment.
5. Demonstrated experience with eLearning: Learning Management Systems and authoring tools for the development and delivery of online programs.
6. Demonstrated experience in training needs analysis and training plan development.
7. Demonstrated capacity to acquire and impart knowledge, skills and expertise to in-house facilitators and employees across the organisation relating to a range of subjects including corporate business systems.
8. Demonstrated competence in Microsoft Office applications, in particular, Word, Excel, Outlook, and PowerPoint.
9. Demonstrated high-level oral and written communication skills with the ability to liaise with Government departments and educational facilities.

Desirable:

10. Experience in a supervisory role and the ability to work within a team environment to provide high quality service.
11. Current Class C Drivers Licence