

# POSITION DESCRIPTION

## LEARNING AND CAPABILITY DEVELOPMENT SPECIALIST

<b>Position Number:</b>	TBD
<b>Directorate:</b>	Corporate Services
<b>Department:</b>	People and Culture
<b>Team:</b>	People and Development
<b>Location:</b>	Golden Plains Civic Centre, 2 Pope Street, Bannockburn
<b>Employment status:</b>	Permanent, part time 0.6 FTE (22.8 hours per week)
<b>Classification:</b>	Band 6 plus superannuation
<b>Date:</b>	March 2021

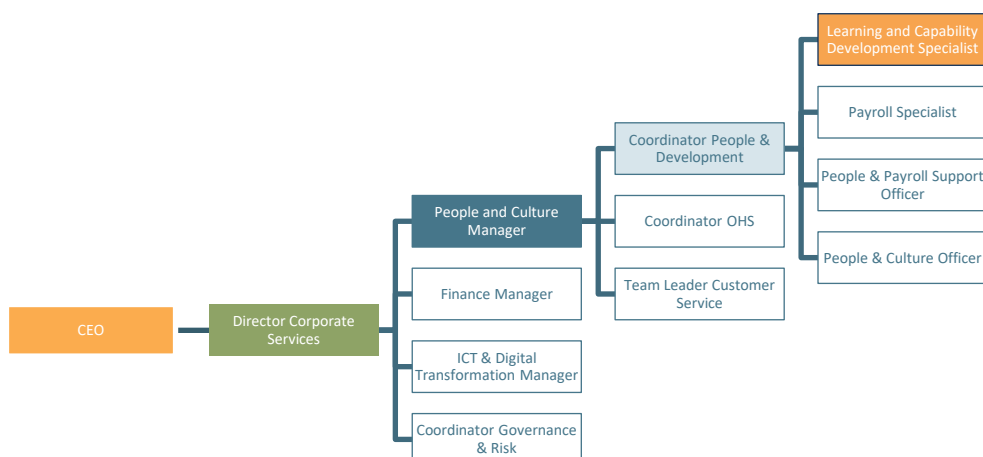
## POSITION OBJECTIVES

This position is responsible for:-

- Coordinating the design, development and implementation of effective learning and development solutions and organisational development initiatives.
- Leading the design, development and delivery of the approach, processes and providing information to support managers in the performance and development of their staff.
- Supporting managers and supervisors, providing guidance and advice to build organisational capability, embed the organisation's values and strengthen people management skills and decision making.

## ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



## ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Coordinator People and Development
<b>Directly Supervises:</b>	Nil
<b>Internal Liaisons:</b>	Senior Managers, Department Managers and all levels of Council staff.
<b>External Liaisons:</b>	Training providers, educational institutions, service providers, public and government authorities.

## KEY RESPONSIBILITIES AND DUTIES

### Learning and Capability Development

- Coordinate the development, delivery and evaluation of staff learning and development programs and the implementation of an annual corporate training plan and budget.
- Administrate Council's online Learning Management System (LMS) and ensure systematic capture of corporate training records and data.
- Coordinate training providers, courses and programs that deliver effective training outcomes, skills and leadership development, compliance and professional development.
- Liaise with external training providers to ensure the design and evaluation of customised quality and value for money training programs.
- Provide administrative support to ensure internal training sessions are delivered to expectations ensuring (virtual) room allocations, material/content, equipment and training registration and support during delivery.
- Assist staff, managers and supervisors to identify and implement learning and development opportunities relevant to their area of work.
- Coordinate and regularly review Council's learning and development procedures including the training and study assistance policy and program.
- Coordinate and facilitate Council's traineeship and apprenticeship schemes in conjunction with department managers.
- Develop and implement a Graduate and Work Experience Program.
- Contribute to the development and implementation of structured development and career progression (i.e. succession) processes.
- Coordinate and optimise opportunities for government funding sources to support Council's Learning & Development Program initiatives.
- Research resource sharing of learning and development opportunities with other Councils and government organisations and curating existing resources that contextualise learning for various cohorts.
- Communicate an attractive learning & development offering to staff via various communication channels.

### Child Safe & Respectful Workplace Program

- With the support of the Manager People & Culture and Coordinator People & Development, facilitate the development of programs and frameworks pertaining to:
  - a Child Safe Organisation
  - a Culture of Respect and zero tolerance of sexual harassment .
- Coordinate and administrate the Child Safe Working Group /Community of Practice meetings, including agendas, minutes and actioning of meeting outcomes.

## Organisation Capability & Development

- Assist the Coordinator People & Development to jointly coordinate the implementation of the Staff Annual Performance Review Program and identify learning and development requirements.
- Support culture reinforcement interventions designed to embed Council's vision and values, role model leadership and employee engagement – in particular with regards to establishing a Learning Organisation in which continuous learning and advancement of skills is embraced by all staff.
- Work with the Coordinator OHS to coordinate the staff wellbeing programs for Council.
- Maintain the Learning & Development section of the Council's Intranet to ensure information is relevant, accurate and accessible and supports contextualising of learning interventions.

## Corporate Induction/Onboarding

- Coordinate the corporate induction program for new employees and internal contractors.
- Regularly review to ensure information is relevant, accurate and engaging including the Staff Induction Manual and Employee Handbook.

## Data and Reporting

- Maintain accurate employee learning and development records and provide reports related to training attendance, completion of on-line courses/views, feedback, annual employee performance reviews, training needs analysis, and other reports as directed.
- Coordinate the evaluation of learning and development interventions and monitor, collate and report contextualised feedback data.

## Other

- Assist the Coordinator People & Development and Manager People & Culture with annual budget reviews.
- Assist the People & Development colleagues during periods of leave.
- Identify efficiencies with learning and development processes and research with other organisations.

## General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealings of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

## Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Manager and Coordinator, identify, review and implement strategies to improve service quality and efficiency.
- Maintain strong team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.

- Participate as directed in training and education to maintain an up to date knowledge of emergency management responses.
- Provide administration, logistics and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is responsible for the effective coordination and administration of Council's learning and development programs and policies.

Freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken may be significant, but usually subject to appeal or review by the Coordinator People & Development.

## JUDGEMENT AND DECISION MAKING

The nature of the work is specialised, with methods, procedures and processes developed from theory and precedent. It may involve improving and/or developing methods and techniques generally based on previous experience.

Problem solving involves applying known techniques to new situations.

The incumbent is required to show good judgement and diplomacy and refer issues to management when required to sustain relationships. It is expected that balanced judgement be shown in all decision-making processes.

The position will provide input into policy development within the area of human resources expertise.

Guidance and advice is usually available within the time required to make a choice.

## SPECIALIST SKILLS AND KNOWLEDGE

The officer shall have:

- demonstrated understanding of the principles of adult learning and development.
- experience in planning and development of programs and sessions and demonstrated facilitation and presentation skills.
- ability to coordinate learning and development outcomes.
- advanced MS Office skills and knowledge of a variety of software packages and online learning systems/tools.
- demonstrated skills in data analysis.
- an understanding of the function of the position within its organisational context, including policies, regulations and precedents.

## MANAGEMENT SKILLS

The officer shall have the ability to:

- manage time, set priorities and plan workload to meet objectives.
- manage projects and activities simultaneously, allocating time and resources appropriately to meet Council's overall objectives.
- work under pressure to meet tight deadlines.
- research and analyse a broad range of data and information.
- solve problems through discussion and teamwork.

## INTERPERSONAL SKILLS

The officer shall have the ability to:

- liaise effectively and gain cooperation and assistance from internal staff and external clients and stakeholders.
- work independently and effectively within a team environment and positively contribute to the team.
- work constructively with managers, coordinators and staff at all levels.
- readily gain the confidence of others and set high standards of professionalism.
- prepare written communication with the ability to write reports and external correspondence.

## RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

### Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

### Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

### Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

## Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

## Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

## Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

## Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

## OTHER REQUIREMENTS

- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Coordinator / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.

## QUALIFICATIONS AND EXPERIENCE

The skills and knowledge required are beyond those normally acquired through tertiary education alone. Skills and knowledge may be acquired through completion of a degree or diploma course with some relevant experience, or through lesser formal qualifications with substantial relevant experience, or through substantial relevant experience in the field of specialist expertise.

- Tertiary qualification in human resources, business administration, or similar; or considerable relevant experience in the area of training and development.
- Demonstrated experience in coordinating the development and delivery of effective learning and development programs and organisational development initiatives.
- Experience in administering an online Learning Management System (LMS) and using eLearning authoring tools.

## KEY SELECTION CRITERIA

1. Tertiary qualification in human resources, business administration, or similar; or considerable relevant experience in the area of learning and development.
2. Demonstrated experience in project managing the coordination of the development and delivery of effective learning and development programs and organisational development initiatives and the ability to balance competing priorities.
3. A good understanding of contemporary learning and development practices (learning strategy, needs assessment, capability mapping, co-creation, 70/20/10 Model, instructional design etc.)
4. Experience in administering an online Learning Management System (LMS) and using eLearning authoring tools to create impactful content.
5. The capability to innovate and liaise with stakeholders to influence and achieve results in a fast paced environment.
6. High level communication, presentation and facilitation skills – face-to-face as well as virtually.,
7. Maintain accurate data and ability to measure value/impact of activities by developing, analysing and reporting on metrics.

Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

## APPROVAL

<b>Prepared By:</b>	Claire Tehan, People and Culture Manager
<b>Approved By:</b>	Eric Braslis – Chief Executive Officer
<b>Reviewed By (P&amp;C):</b>	Janina Isted, Coordinator People and Development
<b>Date:</b>	March 2021
<b>Employee Acceptance:</b> <i>(name and signature)</i>	
<b>Date:</b>	

**PLEASE NOTE:**

*Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.*