



POSITION DESCRIPTION

Learning & Development Officer

LEARNING & DEVELOPMENT OFFICER

POSITION TITLE:	Learning & Development Officer
POSITION NUMBER:	1008
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	5
REPORTS TO:	Manager Human Resources & Safety
DEPARTMENT:	Executive Office
LAST REVIEWED:	June 2021

ABOUT US

Our communities are famous throughout Australia for being the friendliest in North West Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong, and the local government administration works collaboratively with us to achieve our aspirations.

Our Commitment

We inspire people to
create a better future.

Our Vision

Whether you live here or visit, you will
see how much we value our natural
beauty, how connected our communities
are, and how balanced growth makes
this the best place in the world.

We Value



Honesty



Integrity



Accountability

OBJECTIVE OF THIS ROLE

The primary focus of the role is to develop the capabilities of employees across the organisation through the development, and delivery of internal and external training courses to meet staff development objectives. The Learning & Development Officer will continuously review employee statutory / legislation / regulatory requirements and coordinate and support the delivery of effective L&D programs and organisational development initiatives and be responsible for online content management of e-learning platforms.

REPORTING LINES

This position reports to the Manager Human Resources and liaises with internal and external stakeholders.

GENERAL DUTIES AND RESPONSIBILITIES

- Liaise with the Media and Public Relations Officer to communicate Learning and development related successes;
- Other duties as reasonably requested within the scope of the position.

KEY RESPONSIBILITIES IN THIS ROLE



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This outlines the general duties and responsibilities of the position, but is not all encompassing:

- Coordinate the development, delivery and evaluation of staff learning and development programs and the implementation of an annual corporate training plan and budget.
- Implement and coordinate Council's training, learning and development framework including policy and procedure development and review.
- Working with Managers and subject matter experts to assess and address training and development needs, build capability, support staff retention, succession planning and drive a high-performance culture;
- Administrate Council's on-line Learning Management System (LMS) and ensuring systematic capture of corporate training records and data.
- Ensure annual refresher training to staff on code of conduct and relevant Council Policies in the LMS
- Develop and coordinate the corporate induction program in the Learning Management System (LMS),
- Coordinate Council's apprenticeship and traineeship programs, and work experience placements.
- Develop and facilitate, in-house training sessions and programs and liaise with external training providers.
- Ensure WHS compliance by maintaining and updating licences, qualifications in the Safety Management System.
- Contribute to the development, review of Council's education assistance and study leave program.
- Assess employee's current skills and qualifications with the intent of identify training opportunities that will assist employees to be successful in the delivery of their roles.
- Create and maintain a training needs analysis (TNA) to identify gaps between current skill, competency levels and required skill levels in consultation with Managers
- Develop, implement and maintain a skills matrix and training plans for current positions and succession plans
- Prepare reports on training effectiveness.
- Provide a consultancy service to managers & staff on learning & development and a resource. to managers in sourcing appropriate and specific training.
- Monitor the ongoing progress of employees who are undertaking training courses to ensure they are supported and will successfully complete such courses;

Organisational Development

- Assist with the development and implementation of organisational development / strategic OD and Business Improvement programs.
- Identify and recommend areas of improvement in OD activities

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

- Previous experience in the delivery of training, assessment and mentoring;
- Experience administering an online Learning Management System (LMS)
- Experience in the development of workshop-based end-user training materials and documentation
- Demonstrated experience in developing and evaluating training programs.
- Demonstrated experience sourcing and acquitting funding relevant to the position;
- Demonstrated ability to contribute to strategic organisational development initiatives including but not limited to employee engagement, skills, culture and capacity building;
- Possess excellent customer service skills;
- High level of written, verbal and interpersonal communication skills;
- Well-developed time management skills;

KEY SELECTION CRITERIA

- Substantial experience in the design, facilitation and delivery of learning solutions and skill development programs which align to both the strategic direction of an organisation and individual employee development needs / goals to improve organisational capacity/ efficiency and ensure legislative compliance.



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- Demonstrated ability to collaborate with training providers, employees and trainees in order to effectively deliver training objectives and learning outcomes for both the individual and the organisation.
- Highly developed interpersonal skills to foster and maintain productive working relationships with managers, employees, key stakeholders, including the ability to communicate, negotiate and work collaboratively across all levels and sectors within an organisation.
- Demonstrated project management skills including the ability to effectively coordinate and deliver learning solutions and project outcomes on time and within scope and budget.
- Highly developed written skills with a demonstrated ability to prepare quality training and instructional materials, resources and reports.
- Strong organisational skills, with demonstrated capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Demonstrated ability to effectively manage time, plan and set priorities and organise own work to achieve individual and department objectives within agreed timeframes.
- Ability to work as a member of a team as well as independently, demonstrating initiative, adaptability and professionalism in the workplace.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Tertiary qualifications (diploma or degree) in a relevant discipline or significant experience in the area of training and development.
- TAE 40116 Certificate IV Training and Assessment;
- Hold and maintain an unrestricted Class "C" Drivers Licence;
- Have a current Positive Notice Working with Children Blue Card or the ability to acquire a Blue Card
- Current Police Clearance

Desirable:

- Other competencies as they relate to training and development are highly desirable;

WORKPLACE HEALTH & SAFETY OBLIGATIONS

All Cloncurry Shire Council employees have an obligation to uphold workplace health and safety when working for the Council. Under Section 28 of the *Work Health and Safety Act 2011* ("Act") an employee shall:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above. Additionally, any specific workplace health and safety issues that pertain to the type of work being performed including due diligence as outlined under section 27 of the *Act*.

Please sign below if you have read, understood, and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date



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