Position Title	Learning and Development Officer - Information Technology
Department	People and Performance
Unit	Corporate Development
Team	Learning and Development
Supervises	NIL
Reports To	Team Leader Learning and Development
Grade Range	Grade F
Date Prepared	4/01/2024
Date Last Updated	4/01/2024

Our Vision & Values: A leading organisation that collaborates & innovates

We are committed to **safety**   We work as one **team**   We act with **integrity**   We care about our **customers**   We **continuously improve**

Primary purpose of position

This role will foster strong relations to understand business requirements for the delivery of learning and development training programs in relation to technological and digital capability of CBCity staff. The primary purpose of this position is to support our people with the skills and knowledge to effectively use Council's systems, applications, software and support the administration of Council's Learning Management System (LMS).

Accountabilities

- Consult and collaborate with Subject Matter Experts and Product Owners to successfully deliver blended learning solutions for critical organisational wide systems, new software and technologies.

- Faciliate Digital and ICT related learning programs (e.g. Introduction to iShare) as required.
- Support the assessment and needs analysis of Council's Digital Learning capabilities.
- Administer Council's LMS including item creation, scheduling, assignment profiles, curricula and catalogues to ensure all learning courses are available in the LMS and assigned to team members in the most effective and efficient manner.
- Support the establishment and maintenance of record keeping processes for LMS data entry and creation to ensure data integrity and governance.
- Manage Digital / ICT related L&D projects as required.
- Research and identify external training solutions that meet the needs of the organisation.
- Conduct ongoing reviews of Digital / ICT learning offerings for currency, relevance and alignment to strategic objectives.
- Provide a high level of customer service to internal and external customers with a particular focus on continuous improvement.
- Provide accurate metrics for reporting as required.
- Build and maintain effective relationships with internal stakeholders, external providers and training session attendees.
- Collaborate on digital capability topics with the wider People and Performance department.
- Additional duties as required within the limits of the employee's skill, competence and training.

Position capabilities and level

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

Capability Profile – Council Officer		
Capability Group	**Capability Name**	**Level**
Personal Character	**Lead Self**	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
Relationships	**Communicate and Engage**	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

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 satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	• 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
Results		
Innovate and Improve	Intermediate	• Researches developments and trends in the industry • Thinks about issues and opportunities from different viewpoints • Links together unrelated ideas or events to generate insights • Identifies improvements to work systems, processes and practices
Resources		
Technology and Information	Intermediate	• Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Relationships		

Communicate and Engage	Intermediate	• Focuses on key points and communicates in 'Plain English'
		• Clearly explains and presents ideas and technical information
		• Monitors own and others' nonverbal cues and adapts where necessary
		• Listens to others when they are speaking and asks appropriate, respectful questions
		• Shows sensitivity in adapting communication content and style for diverse audiences

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations
Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct
All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety
All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management
All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience
Essential Qualifications
- Relevant experience in Learning and Development, Information Technology, or other related discipline and/or relevant Tertiary qualifications.
- Cert IV Training and Assessment or equivalent industry experience.
- C Class Drivers Licence.

Essential Experience
- Demonstrated experience in developing, delivering and evaluating digital and ICT related blended learning programs within a multi-disciplinary organisation.
- Experience in working with Learning Management Systems (LMS).
- Ability to develop high quality material to support identified learning needs.

- Expertise in providing outstanding customer service whilst building solid working relationships with internal and external stakeholders.
- Excellent organisational and time management skills.
- Well developed verbal and written communication skills.
- Ability to work as part of a team and autonomously.
- Ability to work under pressure and ensure timely delivery of outcomes with quality.

Desirable Qualifications and or Experience
- Previous experience in ICT/digital related or teaching discipline.
- Experience, skills and knowledge working within local government.
- Knowledge and experience using the full Microsoft Office suite of products.
- Experience with Sharepoint, Canva and Articulate 360 (or equivalent).
- Understanding of the design and delivery of training and development programs.
- Experience in planning and facilitation of training and development.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☑
Does this position require incumbent to undergo criminal reference check?	☐	☑
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☑	☐
Will incumbent need to make disclosure of pecuniary interest?	☐	☑
Could there be a conflict of interest with secondary employment?	☑	☐