Position Title	Learning and Development Officer
Department	People and Performance
Unit	People Transformation
Team	Learning and Development
Supervises	Nil
Reports To	Team Leader Learning and Development
Grade Range	F
Date Prepared	30/03/2023
Date Last Updated	30/03/2023

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

The Learning and Development Officer will foster strong relations to understand business requirements for the coordination of learning and development training programs. This may include partnering with teams to coordinate training and manage training budgets.

Accountabilities

- Coordinate Councils internal training plans and manage training budgets in line with Councils budget process.
- Consult with allocated business units and their leaders to understand and prioritise training needs in line with annual training plans and budgets.
- Lead and coordinate the delivery of WHS and mandatory compliance training, including mangement of the WHS training budget.
- Research and identify external training solutions that meet the needs of the business.
- Coordinate and manage logsitics for all training, programs and events and ensure complaince with procurement policy.
- Facilitate training programs as required.
- Maintain training records and qualifications.
- Ensure compliance with legislative, industrial and Council policy requirements and standards.
- Provide accurate metrics for reporting as required.
- Build and maintain effective relationships with internal stakeholders, external providers and training session attendees.
- Collaborate on Learning and Development topics with the wider People and Performance department.
- Manage Learning and Development Projects (e.g. Aspiring Leaders, TAG, etc.) as required.
- Provide a high level of customer service to internal and external customers with a particular focus on continuous improvement.
- Undertake special projects as required.
- 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	Intermediate
	Safety and Accountability	Intermediate
Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Intermediate
	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
Relationships		
Work Collaboratively	Intermediate	• Encourages an inclusive, supportive and co-operative team environment • Shares information and learning within and across teams • Works well with other teams on shared problems and initiatives • Looks out for the wellbeing of team members and other colleagues • Encourages input from people with different experiences, perspectives and beliefs • Shows sensitivity to others' workloads and challenges when asking for input and
Personal Character		
Display Resilience	Intermediate	• Adapts quickly to changed priorities and organisational settings • Welcomes new ideas and ways of working • Stays calm and focused in difficult situations • Perseveres through challenges • Offers own opinion and raises challenging
Results		
Plan and Prioritise	Intermediate	• Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules

* 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, Organisational Development, or other related discipline and/or relevant Tertiary qualifications.
- Drivers Licence

Essential Experience
- Demonstrated ability to show initiative, curiosity and innovation when investigating, analysing and solving problems.
- Demonstrated knowledge of and experience in working with Learning Management Systems.
- Experience in working with internal and external stakeholders.
- Well developed verbal and written communication skills.
- Knowledge and understanding to provide quality customer service whilst building solid working relationships based upon credibility, collaboration and open communication.
- Excellent organisational and time management skills.
- Ability to work as part of a team and autonomously.
- Sound collaboration and negotiation skills with the capability to build and maintain relationships with stakeholders through outstanding customer service.
- Demonstrated commitment to Council's values.

Desirable Qualifications and or Experience
- Previous experience working in the public sector or large corporate organisations.
- Experience in the administration of learning management systems (Success Factors).
- Understanding of design and delivery of training and or development programs.
- Experience in planning and facilitation of training/workshops.

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?	☑	☐