

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Learning and Development Officer	1628
CLASSIFICATION	ANZSCO CODE
Band 6	223311
DEPARTMENT	DIVISION
People and Culture	Corporate Services
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No. 8, 2019	The Gordon

Position Objectives

The Learning and Development Officer position is a key role that seeks to build and strengthen the organisations capacity through supporting the delivery of learning and development activities:

- Coordinate the learning and development calendar and leadership development programs for the City of Ballarat to meet competency, capability, and workforce development requirements.
- Responsible for reviewing and validating learning design approaches. Responsible *for working within any Frameworks to ensure alignment of key approaches including gender equality, diversity and inclusion*
- Support the development of induction, compliance and awareness training modules
- Provide systems administration and digital presence.

Key Responsibility Areas

- Assist subject matter experts to develop a wide range of legislated and corporate compliance training structure and content, in line with company standards and instructional design principles.
- Assist and plan the implementation and delivery of Council's blended learning and development activities which includes the annual Corporate Training Calendar, compliance training, Corporate Induction, e-learning modules, qualification programs, community of practice initiatives and other face-to-face programs.
- Conduct regular evaluations of all programs to ensure learning effectiveness for individual staff and those interventions are effectively addressing Council training and development needs.
- Provide reports, feedback, updates on the participants' progress and address any concerns and feedback from stakeholders, including ensuring minimum attendance levels and diversity targets are achieved.
- Work with the Coordinator People and Culture Business Partner to develop skill assessments and training plans to address competency and capacity gaps and mitigate risks to operations
- Support and actively contribute to a continuous improvement culture that improves efficiencies, workflows and produces quality employee experience outcomes in relation to people and culture and learning and development.

Support and deliver training and events

- This role supports learning and development at corporate induction, leadership and team meetings, when required.
- Support the management of effective consultation, communication, and change methods to ensure strategies are relevant and appropriate
- In collaboration with other key stakeholders, initiate and support training and events that promote Council as a workplace of choice such as corporate training calendar, corporate induction, careers expos and various other events as identified
- Coordination of training logistics such as registrations, training attendance records, facility bookings, training provider suppliers and catering.

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- Co-ordinate the evaluation and review of staff applications in collaboration with People and Culture stakeholders for external professional development and further training aligned to succession plans and the Workforce Plan
- Consultation and engagement of employees and teams across Council as required.
- Various other events may be required as part of team planning, policy/strategy implementation.
- Perform other duties as required.

CORPORATE RESPONSIBILITIES

- Comply with all Council policies, procedures and guidelines including those relating to Occupational Health & Safety, Equal Opportunity (including harassment and bullying and code of conduct), Privacy, Child Safe, Local Government and Gender Equality Acts
- Lead and model the organisational values and behaviours, and commitments made to employees and community members

Health and Wellbeing

- Support the organisation's approach to health and wellbeing, including occupational health and safety and the ongoing implementation of programs for our people leaders and employees.

All Employees and Volunteers

- Report hazards, incidents, injuries, and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system
- Participate constructively in all forums set up to investigate, improve or communicate safety.

REPORTS TO:

Coordinator People and Culture Business Partner

DIRECT REPORTS:

n/a

ORGANISATIONAL RELATIONSHIPS

Internal:

- Key responsible officers
- Community of Practice Leads
- Communications & Marketing
- People and Culture Team
- Business Improvement Team
- ICT Team
- Hiring Managers/Supervisors/Team Leaders
- All employees

External:

- Municipal Association of Victoria
- LGPro
- Other councils and partnering agencies
- Training and Development partners and facilitators

Accountability and Extent of Authority

The Learning and Development Officer is directly accountable for:

- behaving according to the Council's values and behaviours.
- the provision of excellent employee experience and delivery of key responsibilities.
- implementing improvements in the delivery of the P&C function.
- liaising with relevant employees regarding elements of their work that will have an impact on other areas of Council activities.
- ensuring compliance with policies, procedures, City of Ballarat corporate objectives and legislative requirements.

The Officer has the authority to:

- act on all day-to-day matters relating to the initiatives under their control within budget parameters and Councils delegation.

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- provide specialist, accurate and timely information, and advice
- provide input into learning and development policy development

Judgement and Decision Making

- Ability to solve problems and make informed decisions on a day-to-day basis and show initiative in the researching of evidence-based information
- Ability to communicate effectively with employees to identify needs and provide support.
- Display discretion and confidentiality in dealings with employees
- Matters of sensitive nature are to be brought to the attention of the Lead
- A degree of innovation, creativity and originality will be required to address complex issues that may arise.
- Exercise judgement within prescribed policies, procedures and guidelines
- Have a strong understanding of learning and development frameworks and policies in supporting P&C function.

Specialist Skills and Knowledge

- Demonstrated knowledge and capability in learning and development domains related to systems, compliance and industry collaboration activities
- Sound knowledge of the application of learning approaches and models, including learning styles of groups with varying degrees of education and literacy.
- Ability to apply appropriate strategies for the development of online content to reach target audiences.
- Good knowledge and understanding of instructional design principles and e-learning design would be highly desirable.
- Provide advice on contemporary training practices and methodologies to management regarding staff training.
- Experience conducting training needs analysis, to identify training requirements and capability gaps.
- Ability to use specialist learning software and tools to design, manage and embed eLearning Modules would be highly desired.

Management Skills

- Demonstrated ability to manage time, set priorities, plan and organise one's own work to achieve required outcomes.
- Show initiative in approach to all aspects of the position and seek advice from team members to fulfil the duties and responsibilities of the role.
- Effective project management and administration skills
- Demonstrated ability to facilitate learning forums, networks, and collaborations with high-level output.
- Provide recommendations and support on training & development, ensuring OHS, EEO, risk and other compliance measures are met.

Interpersonal Skills

- Well-developed verbal and written communication skills with the ability to produce correspondence, reports, plans and presentations to communicate key messages.
- Demonstrated ability to engage actively and gain cooperation with a wide range of stakeholders and organisational representatives including senior management.
- Highly developed oral communication skills, including an ability to present at learning forums.
- Highly developed listening skills and ability to understand nonverbal cues
- Demonstrated ability to work effectively as a team member including assisting other employees in meeting the objectives of the group, encourage participation and innovation.
- Ability to maintain professionalism, integrity and confidentiality

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Qualifications and Experience

- Relevant qualification and experience in workplace training and assessment in an adult learning environment.
- Demonstrated experience designing and evaluating learning and development programs using adult learning principles.
- Ability to maintain office information systems and procedures with attention to detail.
- Experience in similar education or training roles in local government/public sector organisations and/or commercial enterprise settings
- Experience administering an online learning management system (LMS) would be desirable.

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the City of Ballarat Core Values.
- Demonstrated experience to plan, coordinate and prioritise a demanding workload, along with resourcefulness and initiative to complete objectives within given timelines.
- Demonstrated ability to work effectively as a team member including assisting other employees in meeting the objectives of the group, encouraging participation and innovation.
- Developed understanding of adult learning practices and principles, trends, and challenges
- Well-developed verbal and written communication skills with the ability to produce correspondence, reports, plans and presentations to communicate key messages.

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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POSITION DESCRIPTION

City of Ballarat Core Values

We are honest and transparent



- We tell the whole story.
- We provide a context and rationale for our decisions.
- We trust each other enough to be honest.

We are accountable



- We do what we say we will do, when we say we will do it.
- We learn from our mistakes and celebrate our successes.
- We back up our teammates and also hold them to account with kindness and respect.

We value everyone



- We show respect to everyone, even if we disagree.
- We ensure everyone has access to opportunities.
- We are approachable regardless of our position in the organisation.

We work with and for our community



- We seek to understand our community's needs and take action to meet those needs.
- We engage with our community and share what we are doing and why.
- We manage our resources responsibly and sustainably.

We work together



- We work towards common goals.
- We support each other through the highs and lows.
- We look for the best in each other.