

Position Description

Position Title:	Trainee Learning Support Officer
Position Number:	HRM138
Department:	People, Culture and Safety
Reports To:	Principal Leadership & Capability Officer
Supervises:	Nil

Organisational Environment

Located between Brisbane City and the Sunshine Coast, Moreton Bay is one of Australia's fastest growing urban regions. Moreton Bay has a strong and connected community that enjoys a coastal and pristine natural environment as well as thriving community and cultural hubs, vibrant entertainment options and award-winning commercial, educational, medical, leisure and residential precincts.

The People, Culture and Safety (PCS) Department works in partnership with all divisions of Council with a focus on ensuring Council builds the capacity of its employees and business to achieve its long-term strategic and operational goals.

Position Purpose

The Trainee Learning Support Officer provides day to day administration and support for all technical and external training programs across Council.

Specific Accountabilities

Description
Organising and Operating
Manage incoming and outgoing correspondence as well as answer incoming calls and ensuring timely responses, appropriate follow up and escalations for all technical and external training.
Provide high quality proactive customer service, delivering accurate and consistent advice, referring matters to members of the CEC team and specialist teams as appropriate.
Undertake other duties as directed by the Principal Leadership & Capability Officer and make a positive contribution to the PCS team through project work, meetings, and other adhoc tasks.
Undertake data entry tasks with accuracy and proficiency and assist in the completion of various administrative duties as required. These include and are not limited to stationery ordering, scanning, storing and archiving documents, scheduling and maintaining room and meeting bookings, setup and pack down of training rooms, creating and submitting online applications, and updating and maintaining employee records.
Assist with PCS department procurement enquiries and processes such as raising purchase orders, processing invoices and supplier registrations as required.
Quality and Compliance
Ensure compliance with all legislation, approved standards, policies and procedures relating to the department's practices and processes.
Ensure compliance with the Council Procurement Policy and Framework when onboarding vendors, suppliers and training providers
Maintain confidentiality and discretion at all times.
Stakeholder Relations
Develop and maintain relationships with customers and stakeholders to increase the effectiveness and profile of the department.
Constructively deal with any customer service/complaints referred for action.

OUR CORE VALUES

 RESPECT	 SERVICE	 INTEGRITY	 TEAMWORK	 SUSTAINABILITY
<p>We listen to people</p> <p>We treat people fairly and consistently</p> <p>We embrace diversity and opinions</p> <p>We treat others as we wish to be treated</p>	<p>We seek to understand the needs of those we serve</p> <p>We strive to exceed expectations</p> <p>We communicate clearly</p> <p>We take a positive approach</p> <p>We are proud to serve our community</p>	<p>We are ethical and honest</p> <p>We take responsibility for our actions</p> <p>We act within statute and law</p> <p>We take pride in the manner in which we perform our duties</p>	<p>We promote a friendly, supportive work environment</p> <p>We inspire and encourage innovation</p> <p>We develop and maintain relationships</p> <p>We work collaboratively with our community and external partners</p>	<p>We focus on the future</p> <p>We respect the environment</p> <p>We demonstrate leadership by example</p>

Council proudly upholds the following values in its daily operations with customers, external partners and staff



Position Dimensions

Staff Resources: Nil
 Section or program budget: Nil

Decision Making Authority

Policy: Interprets and applies policies

Knowledge, Experience, Qualifications and Attributes

- Hungry to learn attitude and willingness to complete a traineeship in Certificate III or IV of Business Administration within 24 months of commencing.
- Attention to detail with strong written and verbal communication skills.
- Demonstrated ability to use initiative and apply common sense and discretion in carrying out tasks and upholding confidentialities.
- Basic level and understanding of Microsoft Office suite of programs, particularly within Microsoft Word, PowerPoint and Excel.
- Demonstrated ability to work in a team environment communicating effectively, and
- Experience contributing to a positive work environment with a strong focus on quality customer service.

This position description is a true reflection of the current requirements of the role. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.

I have read, understood and accepted the responsibilities as outlined in this position description.

Signature: _____ **Date:** _____