Position Summary

The Culture and Development Compliance Officer is responsible for working with stakeholders, both academic and professional, to identify opportunities and support the development of learning programs. The role will work with identified stakeholders including the Senior Manager Health & Safety, the Manager Culture & Development, the Head of Employee Relations and other key stakeholders to assist building leadership and staff capability in critical areas, with a focus on online materials, programs and compliance training.

The role of Culture and Development Compliance Officer reports to the Manager Culture & Development and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Act as the first point of contact for all compliance training enquiries.
- Assist and support the sourcing, management and/or delivery of the online development portfolio including instructional design, and implementation and/or delivery of blended learning, with a focus on compliance training i.e. face-to-face and e-learning sessions.
- Review and evaluate all compliance training programs including e-learning, professional, technical systems and business programs and work with the Manager Culture & Development on development and implementation to continually improve the training programs delivered.
- Develop effective relationships with external vendors to facilitate and support the delivery of compliance learning programs and UNSW Culture and Development Initiatives.
• Drive, coordinate and execute the delivery of various projects initiatives, including the Learning Management System, Learning Portal Website, Executive Quarterly Training Reports, Emergency Organisation Control Teams Training.

• Liaise with internal and external stakeholders to establish and deliver on project requirements and project priorities.

• Collect and analyse data to assist in optimising future Training programs, with a focus on compliance and measuring ROI, as well as providing accurate data and statistics in relation to Faculties/Divisions at UNSW.

• Manage the financial management process for Training including; Budget creation, credit card transactions, and invoice payments with accuracy and promptness.

• Contribute to the continuous improvement and measurable success of the UNSW Culture and Development team; ensuring outcomes complement the 2025 Strategy.

• Provide support in the day-to-day operations of the Culture & Development Team by providing appropriate administrative and project support, as well as assisting with the implementation of initiatives.

• Provide training to UNSW staff on the use of the training module in PiMS to develop the expertise within the Faculties and Divisions.

• Ensure compliance in regards to confidentiality and ethical practices and ensure that privacy is maintained in carrying out day-to-day operations.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• A tertiary qualification with relevant experience and/or an equivalent level of knowledge gained through any other combination of education, training and/or experience.

• Previous experience in designing and facilitating compliance training programs.

• Strong interpersonal skills and the ability to build and maintain positive relationships with colleagues, partners and stakeholders both internal and external.

• Demonstrated experience in supporting the implementation of organisational strategies.

• Demonstrated experience in the planning and coordination of projects and the successful delivery of programs.

• Proven ability to identify, analyse and solve operational problems to provide accurate and appropriate outcomes.

• Excellent written and verbal communication skills and the ability to facilitate group discussions and deliver professional development presentations when required.

• Demonstrated interest in the design and creation of online and blended learning solutions - incorporating graphics, audio, video, and animation.
• Advanced level of computer literacy with excellent skills in Microsoft Office applications, HR systems and databases, including demonstrated ability to work with information systems and databases and ability to learn and implement new systems.

• Excellent attention to detail, including time management and organisational skills with a proven ability to establish priorities, meet deadlines and to work under pressure to deliver outcomes.

• An interest in and passion for staff capability and organisational development initiatives and be a positive contributor to organisational culture and change.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.