

# Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



<b>POSITION TITLE:</b>	<b>Training &amp; Compliance Administration Officer</b>
<b>POSITION NUMBER:</b>	5259
<b>DIVISION:</b>	City Infrastructure
<b>DEPARTMENT:</b>	Training & Compliance
<b>CLASSIFICATION:</b>	Band 4
<b>REPORTS TO:</b>	Training and Compliance Officer
<b>DIRECTLY MANAGES:</b>	N/A
<b>INTERNAL LIAISONS:</b>	Employees at all levels of the organisation
<b>EXTERNAL LIAISONS:</b>	Registered Training Organisations (RTO), suppliers, consultants, developers, businesses, community groups and government agencies
<b>DATE:</b>	September 2024

## **POSITION OBJECTIVES:**

The Training & Compliance department supports the broader City Infrastructure sector within City of Greater Geelong in identification and application of training needs, professional development opportunities and continuous compliance of employees.

The Administration Officer will provide a range of administrative and operational support activities to the Training and Compliance Officer and the wider Training and Compliance department.

## **POSITION RESPONSIBILITIES:**

### **Key Responsibilities:**

1. Role model and promote Council values in all aspects of duty.
2. Undertake a range of operational tasks including managing training requests and invitations, RTO reservations and coordination, screening day to day calls, training calendar management, coordination of records management systems (Rex), maintenance of systems including training and compliance matrixes, and provide administration support to other members of the department as required.
3. Coordinate internal and external training/trainers including room preparation, course paperwork and necessary resources/equipment.
4. Act as the initial contact person for the Unit, directing enquiries as appropriate, including face to face, phone and email enquiries.
5. Assist in the management of internal systems to ensure that operational and legislative requirements are met.
6. Prepare reports, correspondence and presentations as required.
7. Attend and take minutes of training and compliance meetings.
8. Build relationships with key internal and external stakeholders of the department.
9. Assist in the coordination of the delivery of marketing and promotional activities.
10. Adhere to all Council's policies and procedures relevant to this position.
11. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

**Values:**

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

1. Respect and encourage each other
2. Create a healthy and safe environment for all
3. Embrace new ideas and better ways to work
4. Make people the centre of our business

**Risk Management and Occupational Health & Safety Responsibilities:**

1. Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
2. Perform work in a safe and appropriate manner.
3. Ensure behaviour does not discriminate, bully or harass others.
4. Take responsibility for own safety and that of others.
5. Proactively report any incidents, injuries, hazards or unsafe work practices.
6. The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.
7. Manual handling tasks.
8. Prolonged periods of inactivity eg. sitting at the computer.
9. Regular keyboarding associated activities.
10. Long / short distance travel between sites.
11. Dealing with difficult clients and situations.
12. Demanding deadlines.

**CHILD SAFE:**

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

**DIVERSITY AND INCLUSION:**

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

**KEY SELECTION CRITERIA:****Qualifications:****Essential:**

1. Experience within a training environment or workplace health and safety administration
2. Office administration experience, including organising meetings or events.
3. Victorian Car Drivers Licence.
4. Desire to learn and develop skills within the training and compliance space.
5. Well-developed research and problem-solving skills.

6. Highly developed computer skills with experience using Microsoft Office, Outlook and document management systems.
7. Ability to effectively plan, organise and manage own time to achieve targets within a set timetable.
8. Be able to work well within a team, and autonomously
9. Exceptional attention to detail and document control skills.
10. Well-developed written and oral communication skills.

**Desirable:**

1. Certificate IV Training and Assessment is well regarded but not mandatory for this role
2. Experience working with Learning Management Systems
3. eLearning or SCORM training development experience is well regarded

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

1. Accountable for providing efficient and effective information to internal and external customers.
2. Exercises discretion within established and Standard Operating Procedures (SOPs) and routine work.
3. Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.
4. Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

**JUDGEMENT AND DECISION MAKING:**

1. Decisions made will generally be routine in nature.
2. Responsible for solving, to the best of their ability, issues that may arise which may be complex or technical in nature.
3. Emotional intelligence and ability to interact with diverse range of personalities day to day and in times of high-pressure situations.
4. Confidence to make decisions within authority levels, and awareness of when situations need to be escalated further
5. Confidence to set meetings with stakeholders at all management levels, gather or deliver clear information and data,

Note: Counsel and guidance will be available from more senior staff at all times

**SPECIALIST SKILLS AND KNOWLEDGE:**

1. Awareness of Australian Training/Competency Frameworks and associate governing bodies.
2. Knowledge of training moderation and validation process is desired.

**MANAGEMENT SKILLS:**

1. Ability to self-manage set priorities, ensuring the effective planning and organisation of project works and day to day activities,
2. Lead or participate in projects relating to training and compliance

**INTERPERSONAL SKILLS:**

1. Good communication skills, both written and verbal, with the ability to use plain English in a concise and informative manner.
2. Exceptional attention to detail.
3. Strong relationship management across internal and external stakeholders at all levels
4. High-level organisational capability with a focus on strong time management and prioritisation skills.
5. Proactive, positive and professional attitude with a flexible approach.

**ADDITIONAL INFORMATION:**

1. This position can work flexibly with work from home arrangements. The position will also require some face-to-face activities at various locations across the organization. (COVID19 permitting)