Learning and Training Officer
Position Description

Directorate	Finance and Corporate Services	Department	Technology Services
Reports To	Technology Performance Manager	**Direct Reports**	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	**Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level**	Schedule 1, Level 5

Position Purpose
The Learning and Training Officer will deliver specialist design and delivery of blended learning solutions across Technology enabled changes.

Key Responsibilities and Outcomes
Main Tasks: - Create & manage contemporary eLearning, source fit and impactful learning journeys and training course outlines from concept to delivery across our organisation including the preparation of comprehensive scripting/storyboarding timelines that support goals and objectives.   - Conduct needs assessment / instructional analysis to ensure conformity with training and change objectives and develop training plans as needed and provide support to learners and assist in resolving technical queries.   - Design and implement learning & development principles that cater to diverse learning styles and recommend appropriate remedial training strategies to ensure learner effectiveness.   - Perform performance-based measurement and technical assessments for continuous improvement initiatives that provide great outcomes.   - Perform analysis, design, delivery, and evaluation of successful learning and development solutions incorporating accessible and digital learning principles as well as understanding current and future trends in digital technologies.   - Conduct tailored facilitation, coaching and support of knowledge transfer to a range of audiences across both virtual training solutions as well as face to face training delivery catering to our diver user base including field-based or office-based staff.   - Work effectively with individuals and teams with different levels of technical knowledge to demonstrate, navigate and translate the technical to ensure seamless operations fostering collaborative partnerships that drive results.

- Observe and evaluate learners and provides knowledge, skill, competency, and behaviour assessments. Advises and assists learners to enable the delivery of learning objectives and tailors the approach to learning delivery to enhance the experience of learners.

Accountable for:

- Cultivating relationships with project teams, system owners, and business champions to ensure integration and alignment with project deliverables that lead to successful classroom-based learning outcomes that support Technology Services programs.

- Providing guidance and tactics that influence training methods, while also considering the required adaptations to align with evolving technologies and business practices that support effective training delivery for individuals.

- Initiates training for remote, virtual, and onsite workers and ensures the availability of support for employees. This approach aims to enhance engagement, nurture talent, and foster skill development.

- Championing employee engagement and performance by delivering training programs that support the development of an inclusive and diverse workforce, ensuring compliance with relevant statutory and external regulations while facilitating their professional development in line with their career goals and organisational requirements.

- Overseeing digital learning content in the Learning Management System (LMS), including content management, user administration, and reporting.

- Assess the effectiveness of training programs through post-training surveys, quizzes, assessments, and feedback mechanisms and using data-driven insights to continuously improve training offerings.

Responsible for:

- Using substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work.

- Clearly demonstrating impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.

- Providing guidance, training, and mentorship to support individuals.

- Work alongside technical analysts on identifying solutions to process challenges, that bridges the gap between people, processes, and technology.

- Development of the learning materials and equipment requirements including key interfaces to manage the development of the required training materials (systems, software, hardware, and classroom materials).
- Helping teams adopt new/contemporary working practices and behaviours.

- Providing coaching and training to employees at all levels.

- Respond proactively to changing circumstances and adjust training plans and schedules accordingly.

- Maintain, upload and test content and data, and support user engagement, generate reports and recommend system policies and procedures to enhance business and learning outcomes.

- Designing tailored training programs and materials to address identified needs, utilising a variety of instructional techniques and delivery methods.

- Keeping accurate records of training activities, attendance, completion, and certifications for compliance and reporting purposes.

- Continuously review and update training programs to reflect changes in technology, industry trends, and organisational needs.
- Develop policies and procedures related to training, including guidelines for accessing training resources and reimbursement for external training.

Contributes to:

An effective and engaging learning experiences and competency-based training programs that makes a real impact across our organisation.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member, you will take individual accountability for demonstrating the values expectations and behaviours

SERVICE	TEAMWORK	INTEGRITY	RESPECT	SUSTAINABILITY

Decision Making

Budget	N/A
Delegations	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

Experience:

Expert 5+ Years

Has five years or more of experience in the discipline and is generally considered an authority in their area or expertise.

Reach:

Department / Services

Collaborate with cross-functional teams including sponsors, stakeholders, project managers, and the ICT team across the breadth of the organisation.

SFIA Responsibility Skills required:

Autonomy

- Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial, and quality aspects.
- Establishes organisational objectives and assigns responsibilities.
- Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work.
- Escalates when issues fall outside their framework of accountability.
- Escalates when issues fall outside their framework of accountability. Plans, schedules, and monitors work to meet given objectives and processes to time and quality targets.

Influence

- Influences organisation, customers, suppliers, partners, and peers on the contribution of own specialism.
- Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget.
- Leads on user/ customer and group collaboration throughout all stages of work.
- Ensures users' needs are met consistently through each work stage.
- Builds appropriate and effective business relationships across the organisation and with customers, suppliers, and partners.
- Creates and supports collaborative ways of working across group/area of responsibility.
- Facilitates collaboration between stakeholders who have diverse objectives.

Complexity

- Work includes a broad range of complex technical or professional activities, in a variety of contexts.
- Applies, facilitates, and develops creative thinking concepts or finds innovative ways to approach a deliverable.
- Investigates, defines, and resolves complex issues.
- Understands the relationships between own specialism and customer/ organisational requirements.

Business Skills

- Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/ customers, suppliers, and partners.
- Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications, and processes relevant to own specialism.
- Demonstrates an awareness of risk and takes an analytical approach to work.
- Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools.
- Contributes specialist expertise to requirements definition in support of proposals.
- Shares knowledge and experience in own specialism to help others. Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development.
- Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others.
- Security, privacy, and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary.

Knowledge

- Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors, and clients.
- Develops a wider breadth of knowledge across the industry or business.
- Applies knowledge to help to define the standards which others will apply.

<u>SFIA Professional Skills required:</u>

Employee Experience (EEXP) - Level 4
- Supports assigned co-workers in areas of uncertainty, such as, organisational contacts, communication channels, processes, job expectations and manager relations.

Organisational Facilitation (OFCL) - Level 4
- Facilitates workgroups to deliver defined goals and outcomes.
- Provides support, guidance and suggestions to workgroups and teams to learn collaborative problem solving and improve their team performance.
- Creates shared responsibilities and sustainable agreements with the team. Implements and improves agreed team principles, practices, processes & ceremonies.

- Recognises and works with the strengths and constraints of team dynamics.

Learning and Development Management (ETMG) - Level 5
- Manages the provision of learning and development, ensuring optimum use of resources.
- Maintains, publicises, and promotes a catalogue of learning and development activities. Ensures that courses are up to date and accredited (when required).
- Arranges facilities and schedules with learning and development providers as appropriate.
- Uses data to assess and improve the effectiveness of learning or educational activities.

Learning and Design Development (TMCR) - Level 4
- Specifies the content and structure of learning and development materials.
- Takes responsibility for design, creation, packaging, and maintenance and manages development to deliver agreed outcomes.
- Where required, designs, configures and tests learning environments.
- Secures external accreditations as appropriate.

Learning Delivery (ETDL) - Level 4
- Manages the delivery of programmes of learning to ensure learning objectives are met.
- Plans and schedules the delivery of learning activities.
- Leads the design and selection of appropriate environments to support and enhance the learning experience.
- Customises learning activities incorporating relevant scenarios and case studies.
- Delivers learning activities to specialist audiences requiring the application of advanced technical and professional principles to unpredictable situations.
- Advises others in learning delivery techniques and options.
- Evaluates and monitors the performance of learning delivery activities.

Competency Assessment (LEDA) - Level 5
- Provides advice and guidance on the selecting, adopting, and adapting assessment methods, tools, and techniques.
- Plans assessments based on the context of the assessment and how assessment results will be used.
- Manages execution of assessments to ensure they deliver the required outcomes with acceptable quality.
- Monitors and moderates' reviews performed by other assessors.
- Manages reviews of the benefits and value of assessment methods and tools. Identifies and recommends improvements to assessment methods and tools.

Subject Formation (SUBF) - Level 4
- Contributes to curriculum development by selecting or specifying curriculum content or assessment approaches for one or more specialist areas.

Qualifications

- Minimum Certificate IV in Training & Assessment.
- Minimum 5 years' experience in similar L&D role
- Demonstrated experience in designing effective training programs.
- Knowledgeable about best practices in adult education
- Experiencing using a range of digital learning resources and platforms
- Extensive knowledge and skills in training software programs (e.g., Canva, Camtasia, Articulate 360) and Learning Management Systems.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.