



### Learning and Development Officer

**Position Number:** 500628

**Directorate:** Organisational Performance

**Department:** People and Culture

**Reports to:** Learning and Development Coordinator

**Classification:** Band 5

**Employment Status:** Permanent

**Location:** **Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

**Date created/amended:** June 2021

**Employee signature:** \_\_\_\_\_ **Date:**     /     /

## About the Organisation

### Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

### Vision

Together with our Community, create a sustainable future.

### Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



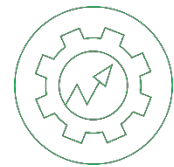
Respect



Customer Service  
Excellence



Accountability



Continuous  
Improvement

### Structure

Mitchell Shire Council is broken into three Directorates being:

- > Organisational Performance
- > Economy, Growth and Infrastructure
- > Advocacy and Communities



## About the Role

### Objectives

- > To implement and facilitate delivery of Council's Learning and Development Framework and training program and calendar
- > To identify, evaluate, review and provide high quality contemporary advice on learning and development options and opportunities to enhance organisational capability and performance and meet Council's objectives
- > To monitor and report on the effectiveness of all training and training options
- > To update and maintain relevant databases and software systems ensuring quality of data, accurate records and consistent reporting

### Key Responsibility Areas

#### Learning & Development

- > In conjunction with the Learning and Development Coordinator scope programs to be delivered and liaise with providers to design, deliver and evaluate customised programs in accordance with approved budgets
- > Coordinate, administer and facilitate the delivery of training programs including bookings, registrations and arrangement for delivery, ensuring the training is relevant to Council's policy, procedures and legislative requirements.
- > Monitor and assist in the evaluation of processes, procedures and programs for learning and development, including leadership programs and building organisational capability
- > Assist in conducting and reviewing training needs analyses to identify organisational and individual learning and development requirements.
- > Assist in the establishment of appropriate and approved panels of training providers
- > In conjunction with the Learning and Development Coordinator, promote Learning and Development Strategies across the organisation

#### Induction

- > Assist with, support and facilitate Council's induction program

#### Events

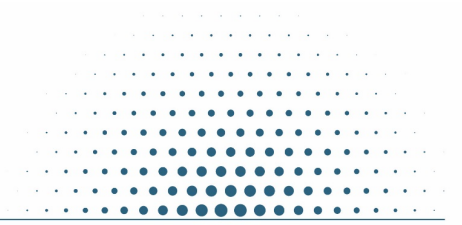
- > Coordinate the delivery and hosting of the annual Years of Service event
- > Support the coordination of the Employee Benefits and Health & Wellbeing Expo
- > Assist with and support the delivery of other relevant events and activities, as required

#### Performance Improvement

- > Administer Council's online Learning Management System (PageUp) ensuring systematic capture of corporate training records and data
- > Provide regular reports on training undertaken, training evaluation assessments, and other reports as required
- > In consultation coordinate the implementation of Performance Development Plans (PDPs)
- > Assist in implementing, monitoring and reviewing the PDP process to ensure that it addresses future skill needs, facilitates and encourages ongoing employee development, and contributes to overall performance improvement, and supports and facilitates workforce planning and succession management



- > Monitor, evaluate and provide advice on the identified training requirements in employees' Performance Development Plans (PDP) to enhance organisational performance
- > Ensure all training is aligned with and supports and facilitates achievement of desired behaviours, standards and Council's culture and values
- > Responsibilities and duties included in this position description are subject to multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement



## About You

### **Key Selection Criteria**

1. Qualifications in Human Resource Management, Organisational Change, or Training and Development, with relevant experience, or relevant experience with lesser formal qualifications
2. Demonstrated knowledge and experience of contemporary trends in training and delivery and adult learning principles, and of training packages and funding arrangements
3. Demonstrated skills in scoping learning and development needs and managing external providers to deliver training programs
4. Sound oral and written communication skills and the ability to present clear and concise information to a wide and diverse audience
5. Strong technical abilities in operating learning management platforms (preferably PageUp) to assist in the analysing and recording of information across a wide range of learning and development programs
6. Ability to work constructively and gain cooperation and assistance from senior management, team leaders, staff at all levels and training providers and the ability to influence and promote new ideas, concepts and change strategies
7. Experience working in team environment and positively contributing to the team.

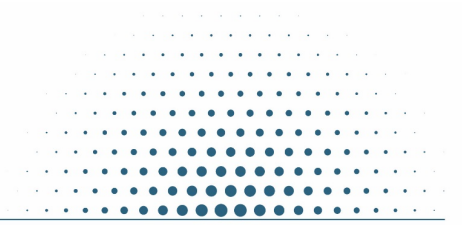
### **Qualifications and Experience**

#### **Essential**

- > Qualifications in Human Resource Management, Organisational Change, or Training and Development, with relevant experience, or relevant experience with lesser formal qualifications
- > Demonstrated knowledge and experience of contemporary trends in training and delivery and of training packages and funding arrangements.
- > Demonstrated knowledge and experience of e-learning management systems, preferably PageUp.
- > Current Driver Licence and Working with Children Check

#### **Desirable**

- > Certificate IV Training and Assessment
- > Experience in or knowledge of the local government operating environment



## Position Requirements

### **Accountability and Extent of Authority**

- > Implementing, monitoring, evaluating and reviewing Council's training program and calendar
- > Assisting and supporting training needs analyses and audits
- > Understanding policies and procedures and the requirement to provide advice to managers and employees at Mitchell Shire Council, with support available from the Learning and Development Coordinator.
- > Accountable for the provision of an efficient, courteous, friendly and helpful service to all customers
- > Contribute to the review and development of learning and development advice and support programs and initiatives
- > Providing timely and accurate advice and information to the Manager People & Culture, Coordinator, Management Team, CEO, ELT and employees in relation to learning and development opportunities
- > The freedom to act is governed by clear objectives and significant timelines

### **Judgement and Decision Making**

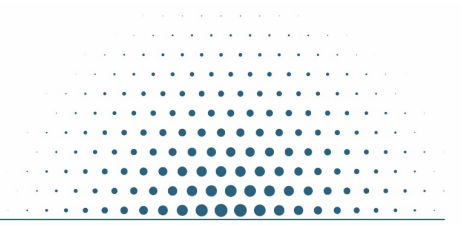
- > Advice on and/or implementing processes and systems relating to organisational learning and development and capability development
- > Providing advice on learning and development opportunities to support and promote workplace improvement and achieve corporate objectives and priorities
- > Providing advice on and/or implementing relevant policies, procedures and processes within specified timelines, as required
- > Guidance and advice are always available

### **Specialist Skills and Knowledge**

- > Knowledge of and experience in training and development including conducting training needs analysis; training delivery and evaluation; competency based training; and learning and development packages
- > Appropriate knowledge and experience of contemporary trends in training and adult learning principles
- > Demonstrated research, conceptual, analytical and decision-making skills
- > Knowledge of e-learning management systems, preferably PageUp
- > Knowledge of the Australian Qualifications Framework relevant legislation and Government funding programs and initiatives.

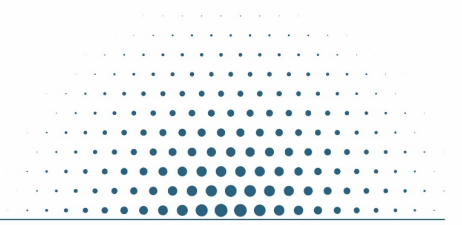
### **Management Skills**

- > Assist in the management of projects from conception to implementation, including contract management
- > Ability to work effectively both as a team member and autonomously
- > Demonstrated ability in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable



### **Interpersonal Skills**

- > Highly developed written and oral communication skills
- > The ability to gain cooperation and assistance from all levels of the organisation, the Local Government industry, professional associates and training providers
- > The ability to influence, promote and implement new initiatives, concepts and changes



## Appendix A - Conditions of Employment and Responsibilities

### **Agreements, Legislations and Awards**

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement
- > Early Education Employees Agreement

### **Asset Management**

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

### **Charter of Human Rights Compliance**

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

### **Child Safe Standards**

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

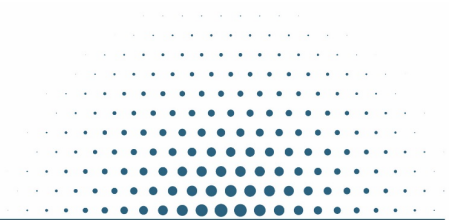
- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies

### **Corporate Recordkeeping Responsibilities**

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making





- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

### Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

### Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

### Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

### Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.

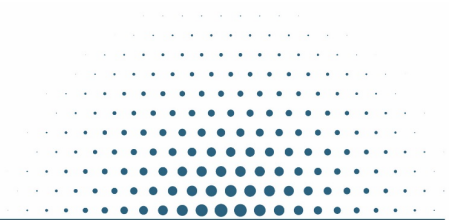
### Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

### Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where





operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

### **Accrued Day Off (ADO) and Rostered Day Off (RDO)**

An ADO/RDO is applicable for some positions, with the following arrangement;

#### **Monthly ADO**

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

#### **Fortnightly ADO**

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10<sup>th</sup> day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

### **Motor Vehicle**

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

### **Policies and Procedures**

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

### **Pre-Employment Checks**

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.

Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

### **Qualifications Required for the Role**

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships



will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

### **Qualifying Period**

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

### **Recognition of Prior Service**

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

### **Payroll**

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

### **Risk Management and Occupational Health and Safety**

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.

### **Superannuation**

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

### **Types of Employment**

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;



**Casual Employees** will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

**Part Time Employees** can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

### **Variances to Duties**

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.

### **Working with Children Check**

Where a valid Working with Children Check is a mandatory requirement of the role, employees must immediately report to their Manager and People & Culture any revocation or cancellation of their WWCC. Council will consider the circumstances involved and determine the appropriate action, which may include termination of employment based on the evidence or issues leading to the revocation.