

### Organisational Development Advisor

Position Number:	500495
Directorate:	Corporate Services
Department:	People and Culture
Reports to:	Organisational Development Coordinator
Classification:	Band 6
Employment Status:	Permanent
Location:	<b>Civic Centre Broadford</b> – 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:	15 May 2020
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



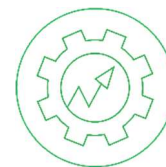
Respect



Customer Service  
Excellence



Accountability

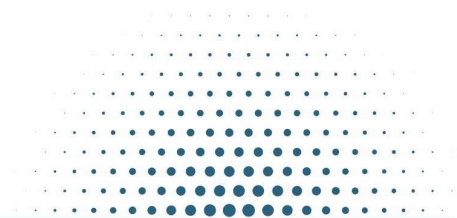


Continuous  
Improvement

### Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



## About the Role

### Objectives

- > To consult, plan, develop, implement and review learning and development opportunities to support the ongoing development of a learning organisation.
- > To provide professional advice and facilitate activities in corporate training, compliance training, leadership development, induction and other programs to support staff development.
- > To support and coordinate initiatives to embed organisational culture, and facilitate the ongoing promotion of Council culture, values and objectives.

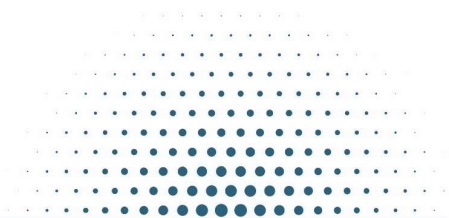
### Key Responsibility Areas

#### Learning and Development

- > Organise and produce (with the Coordinator) a regular training needs analysis (TNA), including consultation with key stakeholders.
- > Recommend learning and development programs and engaging with prospective trainers, to ensure programs address the needs of the organisation.
- > Develop and implement (with the Coordinator) the annual training calendar based on communication with stakeholders and organisational objectives, including budgeting, sourcing training providers and communicating the program to the targeted audience.
- > Facilitate Council's corporate induction program to introduce new starters to Council, including a bus tour of the Shire.
- > Provide timely, accurate and professional advice to managers and employees on learning and development issues, processes and procedures.
- > Where possible support training initiatives for internal systems owners and other departments.
- > Coordinate the logistics of leadership and management forums, conferences, and other relevant leadership development programs.
- > Coordinate Council's Study Leave assistance program.

#### Organisational Development

- > Facilitate organisational development programs, such as mentoring programs, coaching and team/personality assessments.
- > Support the annual performance review process (PDPs) through process training and answering queries.
- > Support the implementation of the annual culture survey.
- > Facilitate cultural awareness programs within Mitchell Shire, as required.
- > Support and facilitate the reward and recognition framework in Council.
- > Facilitating the employee Expo, by arranging the attendance of benefits suppliers and internal communications.
- > Support the implementation of Council's reward and recognition framework.
- > Communicate Council benefits and where applicable arrange training sessions.



### **Learning and Development Administration**

- > Manage and maintain the administration and booking of training providers, venues, equipment and catering for all learning and development opportunities.
- > Manage and coordinate training providers to ensure training sessions run smoothly and quality outcomes are delivered.
- > Maintain accurate records of all agreements and contracts.
- > Implement and maintain processes to ensure that accurate records of all training attendances and training related licenses are maintained.
- > Conduct regular and ad hoc reporting.
- > Develop and maintain communication strategies to ensure a high level of awareness of learning opportunities.
- > Ensure Council's procurement processes are followed when engaging training providers including initiating, overseeing, reviewing and monitoring the timely and accurate processing of financial details.
- > Monitor and advise on the annual learning and development budget.
- > Review and document work procedures to ensure accuracy and currency.
- > Provide input/develop learning and development policies, guidelines and procedures to provide guidance to the organisation on learning and development related matters.

### **Information Systems Management**

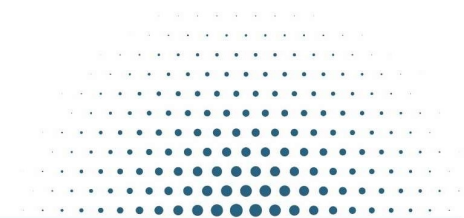
- > Develop and maintain comprehensive and accurate electronic records for induction, training and training related licenses.
- > Support the usage of Council Learning Management System and Performance Management System, providing system admin support to users and escalating problems as required.
- > Allocate, administer and maintain e-learning compliance training for management and staff.
- > Provide timely, accurate and professional advice and assistance to management and staff on Council's Performance Development Plan.
- > Ensure learning and development related pages on Council's intranet are developed, reviewed and maintained to provide accurate and relevant information is available to staff.
- > Undertake research, provide specialist advice, explore options, provide recommendations and support for learning and development related systems upgrades and rollouts.

### **Special Projects and research**

- > Undertake special projects and research to enhance learning and development systems, processes and frameworks as required.

### **Other Duties**

- > Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.



## About You

### Key Selection Criteria

1. Advanced training and facilitation skills, with proven experience of delivering internal training, presentations and the coordination of events.
2. The ability to develop and implement a training needs analysis to provide appropriate learning and development opportunities across the organisation.
3. Ability to present, influence and motivate to effect positive learning experiences. Ability to 'bring people along on the journey'.
4. Direct experience in managing contracts with external suppliers and following budget/procurement processes.
5. Strong experience in the promotion and communication of internal programs.

### Qualifications and Experience

#### Essential

- > Degree or diploma in Human Resource Management or a related discipline or lesser formal qualifications with work skills and relevant experience.
- > Recognised 'train-the-trainer' qualifications, plus practical training experience.
- > Proven experience in the effective utilisation of learning management systems and other information systems.
- > Proven highly developed administrative, organisational and time management skills.
- > Experience in developing and implementing processes to provide appropriate training and education across the organisation.
- > Demonstrated ability to deal with State and Federal Government agencies, registered training organisations and training providers.
- > Willingness to undertake National Police Check

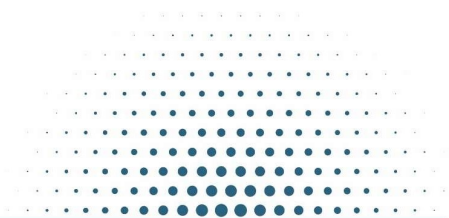
#### Desirable

- > Certificate 4 in training & assessment is highly desirable.

## Position Requirements

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- > The provision of accurate and timely advice on learning and development.
- > Support the development and implementation of learning and development policies, guidelines, procedures and processes.
- > Making decisions on relevant operational issues in line with guidelines and objectives.
- > Research, development, implementation and continuous improvement of learning and development systems, procedures and processes.
- > Responsible for the effective delivery of training and cultural programs, in a timely and organised way.
- > Management of all contractors and trainers in accordance with the terms and conditions of contracts.



### **JUDGEMENT AND DECISION MAKING**

- > Required to research, analyse, evaluate and implement a range of options related to learning and development.
- > Selecting specialist suppliers/contractors to meet learning objectives and cultural outcomes.
- > Demonstrated capacity to resolve a range of problems and issues and to make prompt and appropriate decisions within the scope of the position.
- > Ability to assess and identify when and where to seek guidance and advice.

### **SPECIALIST KNOWLEDGE AND SKILLS**

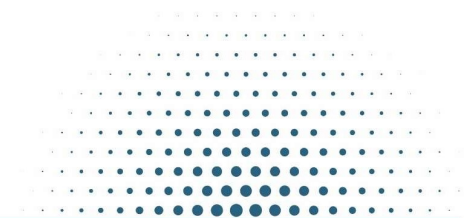
- > Demonstrated ability in researching, developing, implementing, evaluating and continuously improving learning and development systems, procedures and processes.
- > Specialist knowledge in learning and development providers and contract management.
- > Specialist knowledge in cultural programs and their implementation.
- > Expert knowledge in training methods and how they are effectively used.
- > Ability to understand departmental goals and objectives throughout the organisation and align learning and development outcomes with organisational needs/strategies.
- > The ability to understand and implement relevant training to meet legislative requirements and its application to local government and the workplace.
- > The ability to understand and implement competency frameworks.
- > Proficient computer skills.
- > Effective and accurate reporting skills.
- > Relevant knowledge of budgeting and financial management procedures and the ability to identify cost saving methods for the delivery of learning and development activities.
- > Project management skills.

### **MANAGEMENT SKILLS**

- > Ability to work independently and as an effective team member.
- > Ability to delegate items by influencing to other employees within other departments.
- > Ability to coordinate the time of other people, to ensure programs run effectively.
- > Proven organisational, time management and goal setting skills with the ability to set priorities and plan and organise work in an environment of competing and changing demands.
- > Ability to influence to bring about small-medium scale organisational change and continuous improvement.

### **INTERPERSONAL SKILLS**

- > Ability to gain the cooperation of, and communicate effectively, both verbally and in written form, with a broad range of stakeholders.
- > Advanced facilitation skills, being about to present and engage with groups.
- > Demonstrated ability to influence, and promote new ideas, concepts and processes.
- > Well-developed customer service skills with a genuine commitment to providing a high level of service to internal and external customers.
- > Ability to deal with difficult situations and present a positive Council image, at all times.
- > Self-motivated with the ability to use initiative, maintain professionalism, integrity and confidentiality.



## 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 No 7 2017-2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

### **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:

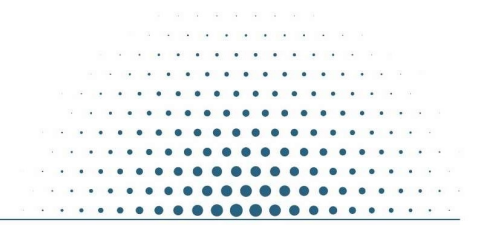
- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

### **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.

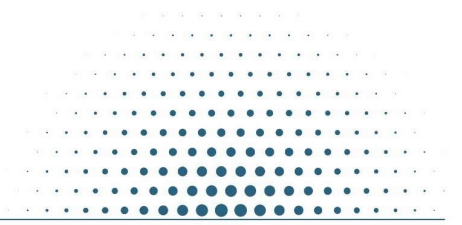
### Customer Service

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.

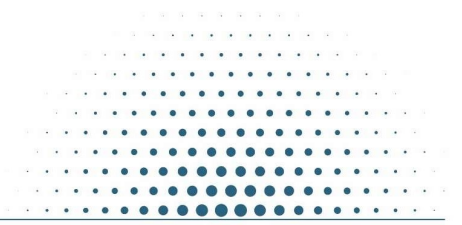
### Policies and Procedures

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).

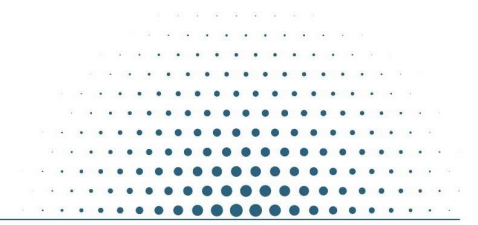
### **Payroll**

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.