# POSITION DESCRIPTION

## Technical Trainer

**Your classification:** Non-Award

Your department: Customer, People and Systems – HR Strategy and Capability

Where you’ll work: Marsden St, Parramatta base with travel to other locations

You’ll report to: TBC

Your direct reports: Nil

Your key relationships: You’ll be part of the collaborative Uniting team that includes HR Specialists, HR Business Managers and Senior HR Business Partners. You’ll also work with external stakeholders including external training providers and software vendors.

# **ABOUT UNITING**

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: Imaginative, respectful, compassionate and bold.

# **ABOUT THE ROLE**

This role will guide and engage our people with subject matter expertise to ensure they are equipped with the technical skills and knowledge and ready to transition to the rostering system, Optima. In collaboration with Roster Coaches, this role will support our people through go-live and transition to BAU. To ensure the transition is sustainable and complete, ongoing support will be provided ensure that the Optima is used effectively and proficiently by all users.

# **ROLE OBJECTIVES**

* Prepare and develop training material and aids such as handbooks, visual aids, online tutorials, demonstration models, and supporting training reference documentation.
* Design, coordinate, schedule and conduct training programs
* Gather, investigate, and research background materials to gain an understanding of the rostering system
* keep up to date with new product version releases and application development software.
* Raise risks and issues as appropriate and identify changes to scope, escalate where necessary, and manage assigned risks and issues to completion
* Support facilities to measure and track roster health metrics
* Provide support and updates to the project team ensuring actions are completed in a timely manner.

# **YOUR RESPONSIBILITIES**

**Operational Processes**

* Design and deliver a blended learning approach, utilsing 70/20/10 principles, to support Uniting’s current digital systems.
* Work with vendors to keep up to date on, document and communicate product enhancements.

**Client Management**:

* Proactively engage with staff from all services and at all levels
* Develop and maintain relationships with all stakeholders and vendors to contribute to quality and highly utilised learning programs

**Financial management**:

* Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines.
* Manage function expenditure in accordance with agreed plans, timelines and executive expectations

# **THE IMPORTANT DETAILS**

**Qualifications:**

* Undergraduate Qualification (HR, Business, Business Systems, IT disciplines preferred)

**Essential skills, knowledge and abilities:**

Typically, this role will require at least five years’ experience in designing and delivering technical training solutions. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will have good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Experience using rostering systems, Allocate Optima preferred.
* Project management experience
* Understanding of Human Centered Design concepts
* Demonstrated insight into contemporary adult learning methodology with proven experience in design, implementation and maintenance of effective training and development processes and practices to maximize employee learning and capability.
* Sound experience in rolling out projects in a complex environment
* Knowledge of best practice Learning and Development methodology polices and processes.
* Advanced PC skills in Microsoft Office Applications

**Desirable skills, knowledge and abilities:**

* Experience with Worksmart Dynamics, Preceda, E-Recruit, Optima or RosterOn.
* Project Management qualifications
* Certificate IV in Workplace Training and Assessment or equivalent level of skill and knowledge gained through practical experience (minimum three to five years)
* Change management accreditation is desirable.

# **ABOUT UNITING**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care and disability, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

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