

PART 1 – POSITION DETAILS

Position Title	Learning and Development Advisor
Position Number	NB0252
Division	Customer and Corporate
Group	Human Resources
Grade	P2
Reports to	Talent and Learning & Development Manager
Hours	70 hours per fortnight
Status	Permanent
Date of last review and update	February 2018

NORTHERN BEACHES COUNCIL'S VISION

Our Vision is *“Delivering the highest quality service, valued and trusted by our community”* and critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

PART 2 – POSITION DESCRIPTION

Customer & Corporate Division

The Customer & Corporate Services Division is responsible for a range of internal facing corporate support and external functions, which enable Council to deliver high quality services to our community. The Customer & Corporate Services Division includes Human Resources, Systems & Information Services, Customer Service, Community Engagement and Communications, Legal Services, Governance, Risk & Procurement, Business Performance, Internal Ombudsman and Library Services.

Human Resources

The Human Resources Unit provides a full range of services for Council staff. This includes partnering with all groups within the organisation to provide advice and consultancy on a range of functions, including employee relations, recruitment, retention, learning and development programs, workforce planning and Work Health & Safety including Workers Compensation. We are committed to providing high quality service and timely and accurate advice to all clients and stakeholders.

The Role

The Learning and Development Coordinator is responsible for coordination, administration and delivery of a range of learning and development activities and projects as directed by the Talent and Learning and Development Manager as well as ensuring the development and maintenance of robust learning and development systems and processes. The Learning and Development Coordinator will be the point of contact for learning and development queries.

PART 3 – KEY RESPONSIBILITIES

Learning and Development Coordination

- Assist with the preparation of the annual Learning and Development Plan in conjunction with the Talent and Learning and Development Manager and broader Human Resources team
- Support the implementation of the Learning and Development program
- Assist with the development and maintenance of Council's Learning and Development calendar
- Assist with the development, facilitation/delivery and administration of training programs, corresponding records and material
- Co-ordinate all statutory, planned and adhoc training requests
- Co-ordinate the delivery of Council's induction program for all new employees, ensuring content is reviewed and updated continually in line with Council requirements and feedback received.
- Implementation of Council's Career Development Program
- Review and liaise with external training providers as required
- Attend external networking meetings as required
- Manage staff training and records files
- Assist in the coordination of employee leadership and traineeship programs
- Maintain awareness of Local Government funding opportunities for learning and development programs
- Maintain and manage online pre-commencement induction and training system (Rapid Induct)
- Manage statutory training requirements through regular reporting and scheduling of training to meet legislative requirements

Technical Expertise and Advice

- Liaison with Business Unit Managers in the development and implementation of individual business unit training plans and initiatives
- Training needs analysis review
- Research and advise on learning and development opportunities as required
- Maintain a current working knowledge of relevant industry developments, legislation and practices
- Within budget, assist with the research and development or arrangement of innovative learning and development programs designed to attract and develop Council staff
- Establishing systems to record and produce regular reports on learning and development metrics, including spend, attendance and feedback

People Leadership

- Develop and maintain positive, collaborative working relationships with all staff to sustain the reputation of the Human Resources and Learning & Development team as a customer focused function
- Model the Northern Beaches Councils values and behaviours
- Engage in regular stakeholder feedback and share information with other colleagues
- Encourage and support the professional development of the team
- Provide knowledge and advice on Learning and Development issues as appropriate and required

Operational

- Assist with the development and continuous improvement procedures and operational management standards to enhance the effective and efficient management of all Learning and Development processes
- Continual communication with internal customers to ensure coordination of the development of policies, processes and implementation of new initiatives
- Comply with Council processes and procedures
- Where needed, assist with decision making and problem solving
- Report on key recruitment and selection metrics
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC
- Learn and promote Work Health and Safety policies and procedures
- Prioritise WHS in all activities and communicate WHS issues to the Talent and Learning & Development Manager and Human Resources Business Operations.

Business Performance

- Ensure all learning and development programs are sourced, developed and implemented in line with Council's vision and values
- Identify and implement cost savings where applicable
- Identify and implement new processes, procedures or systems to improve efficiency
- Actively participate and contribute toward the integration of core services across council

**While this position description covers the key areas of responsibilities, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee's skills, competence and training).*

PART 4 – ESSENTIAL CRITERIA

Educational Requirements and Level of Experience

- Relevant tertiary qualifications in human resources or related field or currently undertaking relevant studies.
- Relevant experience in a diverse, customer focused environment
- Demonstrated experience in the coordination, facilitation and delivery of effective learning and development or other similar programs
- Extensive systems development and management experience.
- Current Class C (minimum) NSW Drivers Licence

Skills and Knowledge

- Demonstrate continuous improvement whilst role modelling the values of Teamwork, Integrity, Trust, Service, Leadership and Respect.
- Ability to work in cross functional teams
- High level of customer service, written and oral communication skills, with a demonstrated ability to

communicate with a diverse range of people

- Demonstrated analytical, conceptual and problem solving skills
- Demonstrated ability to produce complex and relevant reports
- Self-motivated, customer focussed with a 'can do' attitude to meet varying work demands, including responding effectively to change
- Demonstrated ability to work both independently (act on own initiative, work unsupervised, take ownership of solutions and effectively prioritise workload) and in a team environment
- Ability to work effectively under pressure whilst retaining a strong eye for detail
- Highly developed computer system application skills
- Resilience, and adaptability to change and demonstrated ability as a change agent
- Demonstrated commitment to customer service, continuous learning, EEO, Work Health and Safety, and ethical principles
- Experience in providing support to meetings and events to enable them to run effectively