

Human Resources Officer – Learning and Development

We are currently seeking applications for a Human Resources Officer – Learning and Development to source and coordinate effective learning and development programmes.

About the role

This position is responsible for the procurement, organisation and scheduling of all Learning and Development activities for Council employees, including organising travel and accommodation requirements, development of training reports and preparation and monitoring of Council's annual Training and Development Budgets. We are looking for someone with exceptional time management, organisational and attention to detail skills, a keen interest in data management and an ability to build relationships with staff, management and external agencies.

Why work for us?

- 9-day fortnight (72.5hr fortnight)
- Up to 12% Employer Superannuation with ability to salary sacrifice employee contribution.
- 5 weeks Annual Leave per year
- 13 weeks Long Service Leave after 10 years' service – pro rata available after 7 years
- Salary Packaging available
- Supportive and motivating team
- Active Social Club
- Fitness Passport Program
- Flexible work arrangements
- Relaxed lifestyle, boating, fishing, sports facilities, private and public schooling options up to Grade 12, cultural venues and events and all of this situated in a thriving agricultural community only an hour away from Townsville or two hours from the magical Whitsundays.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 3 (\$82,932) with the commencing salary based upon the skills and experience of the successful applicant.

Applications for **24/14 – Human Resources Officer – Learning and Development** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 24/14, PO Box 974, Ayr Qld 4807

Applications close on Tuesday, 2 April 2024 at 9:00am.

For further information please contact the Human Resources Coordinator – Belinda Tinus on (07) 4783 9800.

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It is essential to respond to each criterion explaining how you have demonstrated each skill or quality and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Experience in procurement, organisation and scheduling of training and associated travel and accommodation requirements.
2. Proficiency in the use of the Microsoft Office Suite of applications.
3. Demonstrated ability to organise and prioritise workload and attention to detail.
4. Experience in financial processes, including budget preparation.
5. Current CA Class Drivers Licence

Desirable

1. Experience in Payroll or Human Resources activities.
2. General Construction Induction White Card and Certificate (CPCCWHS1001) Prepare to Work Safely in the Construction Industry or the ability to obtain prior to commencement.
3. Experience in the use of Learning and Development software.

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Position Number	20064
Certified Agreement	Burdekin Shire Council Certified Agreement
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 3
Reports To	Human Resources Coordinator
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

Implement the Training and Development function including the sourcing and coordination of effective learning and development programs, preparation, monitoring and reporting on all statistics and expenses and coordinating all associated travel and administrative requirements to ensure Council meets its legislative and best practice obligations.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Maintain and update employee training records and files, including administrative maintenance of Council's online training and learning management system (LMS).
- Coordinate and evaluate training programs to ensure they meet organisational requirements.
- Assist in the relevant departments in the development and coordination of internal training.
- Maintain and update the Training and Development intranet site including Council's Plant Register and Authorised Persons Register.
- Preparation and distribution of quarterly and annual Training and Development reports to the Client Services Manager.
- Procure, organise and schedule all arrangements for travel and accommodation requirements for Council employees.
- Procurement, organisation and scheduling of all Training and Development activities for Council employees.
- Preparation and monitoring of Council's annual Training and Development Budgets (OBUD, RBUD, RBUD2).
- Monitor employee compliance with the Training and Development Operational Standard and the Travel Expenses Operational Standard and make recommendations for improvements.
- Conduct Employee Inductions (excluding Work Health and Safety induction) for all new employees and maintain an up-to-date Induction Program.

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- Review relevant Skills and Qualifications in employee Position Descriptions to identify skills gap.
- Undertake initial screening during Council's recruitment process (Skills Gap Analysis).
- Coordinate Council's Traineeship Program, including Contract sign-up, module selection, monitoring trainee progress and liaising with relevant training providers and government agencies.
- When required, undertake HR/Payroll administrative tasks.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under general supervision (except for graduates, who work under direct supervision).
- Supervision of other employees.
- Operates as a member of a professional team.

Extent of Authority

- May set outcome/objective for specific projects.
- Graduates receive instructions on the broader aspects of the work.
- Freedom to act within defined/established practices.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

Position Requirements**Knowledge**

- Sound knowledge of legislation, awards and agreements applicable to Local Government.
- Sound knowledge of Work Health and Safety legislation and regulations.
- Sound understanding of budget preparation.
- Comprehensive knowledge of Council's Training and Development Operational Standard.
- Comprehensive knowledge of Council's Travel Expenses Operational Standard.
- Working knowledge of Technology One financial and HR system.
- Working knowledge of Microsoft Office Suite of applications.
- Working knowledge of a range of information systems including Adobe Captivate.
- Knowledge of Council's organisational structure and work activities performed.
- Knowledge of training principles and methods of delivery.
- Knowledge of policies, regulations and statutory requirements relating to the work area.

Skills

- Sound data entry and numeracy skills.
- Intermediate research skills.
- Effective written and verbal communication skills to effectively convey information to a diverse audience.
- Effective time management and work prioritisation skills.

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- Effective organisational skills

Abilities

- Ability to resolve work procedural issues in the relevant work area within established constraints.
- Ability to provide general payroll advice to management and employees.

Other Requirements

- Apply conditions of confidentiality to all work-related documents, situations and information.
- Personal characteristics of honesty, integrity, commitment, adaptability, enthusiasm, motivation and a positive attitude.

Experience and Qualifications

- Experience in financial processes, including budget preparation.
- Experience in the work area of Payroll and Human Resources.
- Experience in the operation of Technology One software.
- Workplace Rehabilitation and Return to Work Coordinator's Certification or competency.
- Current CA class driver's licence.
- General Construction Induction White Card and Certificate (CPCCWHS1001) Prepare to Work Safely in the Construction Industry.

Core Competencies

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customer's expectations and base the service on this knowledge.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues
- Actively listen.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.

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- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.

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6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.