

POSITION TITLE:	DIRECTORATE:	DATE:
Operational Training Business Partner	Corporate Strategy & Performance	November 2024
REPORTS TO:	SERVICE UNIT:	LEVEL:
Coordinator Work Health & Safety	People & Culture	8
POSITION NUMBER:	SUB UNIT:	ROLE FOCUS:
TBC	Work, Health & Safety	Advice
ROLE BALANCE:	JOB FAMILY:	ANZSCO CODE:
(People/Scheduling/Technical) 10/10/80		

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

POSITION CONTEXT

Under broad supervision of the Coordinator Work, Health and Safety, this position applies specialist technical trainer and assessor knowledge and is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures and methods as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; the business community; vendors and suppliers; and City Leaders and employees.

The role is responsible for creating, implementing, delivering, coordinating and evaluating training programs and resources to meet internal operational needs in a diverse environment. This role will also facilitate key safety programs and initiatives including inductions, site onboarding and online compliance learning. This role incorporates high administrative components including documentation of processes, training plans and compliance records. There will be a strong focus on creating, delivering and maintaining a verification of competency program for the City's outdoor workforce.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent’s skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

The Operational Training Advisor will partner with the leadership team and employees to proactively lead our safety culture by ensuring our employees are trained and competent in their roles. The role is required to develop and maintain strong collaborative working relationships with Leaders across the City, customers and stakeholders and facilitate the delivery of an enhanced work health and safety service, promoting a positive safety culture, consistency of interpretation and compliance with current work Health and Safety and other relevant legislation.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS

OUTCOMES

Collaboration & Teamwork

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues and Leaders.
- Contributes to the development of business improvement initiatives.

Engage Customers & Stakeholders

- Builds and maintains strong relationships with internal and external stakeholders.
- Plans and implements the annual training calendar in consultation with the management team.
- Creates engaging and innovative eLearning content and manages the eLearning software.
- Engages with customers and stakeholders, enabling the consistent application of City policies, procedures and processes.
- Liaises with customers and stakeholders to deliver service excellence, ensuring that information provided is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
- Builds and maintains collaborative relationships with customers and stakeholders, facilitating their engagement in and contribution to ensuring the competency and safety of workers on site.

Efficient & Effective Delivery

- Designs, develops, facilitates, delivers and evaluates internal training, including site inductions, and competency-based assessments to ensure that staff competency is maintained to the required appropriate standards.
- Actions training requests within a reasonable timescale.

- Acts as a point of contact for customers and stakeholders and responds to operational training enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.
- Provides timely advice, guidance and support to Leaders on operational training and safety matters, in accordance with relevant legislation, policies and procedure, ensuring alignment to organisational objectives.
- Develops, implements and evaluates training management systems and documents, such as PLMS, MySafety, SWMS, JSA's, Task Procedures and any other systems the City may implement, which supports and maintains a safe working environment.
- Working in collaboration with subject matter experts within the City and external parties, manage the implementation, monitoring and reporting of training programs including onboarding and competency programs to ensure optimal service delivery and thorough verification of competencies.
- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
- Proposes innovation and business improvement initiatives within area of accountability / activity.

Systems & Processes

- Plan and coordinate internal and external training programs.
- Prepare and implement training manuals and competencies related to training, plant operation, health, safety and environment.
- Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
- Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
- Contributes to the development of processes that support the work of the Service Unit.
- Other duties, as required in line with the skills, competency, training and experience for the task.

Resources, Governance, Compliance & Risk

- Develop, maintain and implement training policy and procedures.
- Regularly review training documents including task procedures for accuracy, usability and safety.
- Management and administration of training records and databases.
- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.
- Ensures own safety and health at work and avoids adversely affecting the safety or health of any other person through any act or omission at work.
- Take reasonable care of own health and safety.
- Take reasonable care acts or omissions do not adversely affect the health and safety of other persons.

- Comply with any reasonable instruction given to meet work health and safety legislation obligations.
- Comply with any reasonable protocol or procedure relating to workplace health and safety.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Current Certificate IV in Training and Assessment.
- Strong knowledge of computer applications including MS office and other related business communication tools.
- Experience with eLearning software and learning management systems (desirable).
- First Aid certificate or emergency response experience (desirable).
- Current Drivers Licence.
- Current National Police Certificate.

Skills and Knowledge:

- Strong administration and people management skills with attention to detail.
- Demonstrated experience being self-motivated and ability to work autonomously and in a team environment.
- Computing, numeracy and literacy skills.
- Demonstrated experience facilitating training sessions for culturally diverse groups.
- Intermediate computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Advanced communication, customer service and problem-solving skills.
- Intermediate negotiation and influencing skills when interacting with internal and external customers, including contractors.
- Knowledge of the practical application of work health and safety measures in the workplace, including risk assessment and control implementation.

Key Stakeholder Relationships:

- Support the Manager People & Culture, Coordinator Work Health and Safety and Operational Leaders to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Assignment of day-to-day tasks within limits agreed by the Work Health & Safety Coordinator.
- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader: Katherine Harrison

Date: 25 November 2024

Signature:

Next Up Leader: Noelene Jennings

Date: 25 November 2024

Signature: