

# Position Description



## Job Details

Job Title: Organisational Development and Learning Trainee  
Reports to: OD&L Coordinator  
Directorate: People, Culture and Strategy  
Date: December 2024

## Position Purpose/Job Summary

The Learning and Development Trainee will be responsible for supporting the L&D Coordinator in delivering the L&D needs for FCC staff in order to develop, manage and coordinate the delivery of training to meet FCC's evolving needs.

The L&D Trainee will work across key functions of learning and development to gain insight into its place in the organisation through practical experience and exposure to a range of tasks

## Essential Criteria – Qualifications, Knowledge, Skills and Experience required

- Current Year 12 Student, recent school leaver, or early career professional
- Have a professional attitude.
- Sound knowledge of Microsoft Office suite (Word, Excel, PowerPoint)
- Be a confident communicator.
- Motivated with good problem-solving skills.
- Highly developed written and oral communication skills
- Ability to manage time, set priorities and meet deadlines
- Ability to listen to and understand other points of view
- Ability to develop working relationships

## Key Accountabilities – Position Specific

1. Undertake study in, and completion of Certificate IV in Human Resources.
2. Provide administrative support for training programs including liaison with training providers, participants and caterers.
3. Administer the Learning Management System, including testing and updates, and supporting new learners to the system.
4. Manage the evaluation section of the Dashboard, ensuring that all participants in training sessions complete the online evaluation. Create and maintain attendance records for training sessions.
5. Create, implement and manage the coordination and maintenance of the L&D Training calendar – hard copies and on the intranet.
6. Assist the OD&L Coordinator in the delivery of training by organising printing of resources, liaising with caterers and the Governance Support Officer to ensure room setup is as needed.
7. Create and manage the Excel spreadsheet for staff registrations in the MCI Virtual Training Sessions.
8. Provide customer service, fielding requests from staff, identifying their needs and referring them promptly to implement an appropriate course of action to meet their needs.
9. Ensure that the OD&L site on FirstCall is up to date, implementing changes and updates through the FirstCall Administrator system.
10. Research background information on topics to be addressed in training programs to be delivered across the organisation.
11. Comply with all reasonable requests and directions from management.

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## Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council.
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time.
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council.
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness, in accordance with Fairfield City Council's commitment to equal employment opportunity and a workplace free of discrimination and harassment.

## Reporting Relationships

Direct: Nil  
 No. of Indirect: Nil

## Key Relationships

### 1 Internal

Communicating with	Nature of Communication
Staff within the Business Unit and/or Branch	As needed and on a face to face basis, and/or by telephone when necessary to provide information, administrative support, guidance and advice.
Staff within the organisation	As needed and on a face to face basis, and/or by email and telephone to answer enquires/requests to provide administrative support, to build and maintain relationships.

## Key Relationships

### 2 External

Communicating with	Nature of Communication
Customers, Government bodies, external stakeholders and suppliers and consultants	To seek input, request quotes, exchange information and provide information where necessary.

## Position Dimensions

Quantitative and qualitative accountabilities including authority and limitations.

1. Expenditure budget – Nil
2. Staff – Nil
3. Delegations - Nil

## Decision Making Authority & Accountability

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Rights and limitations that apply to this position's decision-making authority.

1. The General Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1 [Standard statement that applies to all jobs]
2. The position has the autonomy to prioritise daily workloads to ensure the efficient co-ordination of activities.
3. The position takes into consideration information gathered, needs of staff in determining appropriate solutions and action.
4. The position is guided in its decision making by relevant Council policies, legislation, procedures and other relevant guidelines and regulations to ensure that information provided is relevant and current.
5. The position refers matters that are technical, complex or where customers are not satisfied to a senior officer or manager for resolution.

## Problem Solving

Judgemental and thinking challenges within the context of the position.

1. The position operates in an environment with well-defined and limited number of methods, techniques or processes, which may be used in completing the work.
2. This role is expected to work innovatively and effectively to deliver outcomes that meet the changing needs of the community/Council.
3. The position is expected to analyse problems and determine a suitable course of action for issues that may arise in the execution of their day to day responsibilities.

## Competencies

Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.

## Signature

<b>Employee:</b>	<b>Signature</b>	<b>Date</b>
<b>Authorised by: (Manager)</b>	<b>Signature</b>	<b>Date</b>