

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	HR Officer – Learning & Development	Level	5
Business Unit	Human Resources	Position Number	01768
Directorate	Governance & Strategy	Date Established	January 2025
Reporting To	Coordinator HR Advisory	Date Updated	January 2025

2. KEY OBJECTIVES

- Provide support and advice on a range of Human Resource functions to assist in the provision of a professional service to the City of Joondalup.
- Provide high level administration and coordination of operational learning & development (L&D) practices, processes and systems, including Learning Management Systems (LMS).
- Provide an excellent level of customer service to both internal and external customers of the Human Resources business unit.

3. KEY ACCOUNTABILITIES

- Work is undertaken effectively, within agreed timeframes and with diligence applied in all circumstances.
- Undertake human resource activities in accordance with legislation, protocols, procedures, processes and work instructions.
- Ensure information is handled in a professional, discreet and confidential manner.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.
- Undertake activities in accordance with the Business Unit Plan, Annual Plan, Corporate Business Plan and Strategic Community Plan.

4. KEY ACTIVITIES:

ACTIVITIES

Outcome: Learning and Development

- Coordinate the implementation of the City's Corporate Training Plan and other ad hoc training, including setting up courses in the LMS, booking rooms, liaising with providers, advertising courses via the intranet and with the assistance of Marketing, setting up rooms and tidying away.
- Review data from the employee Individual Development and Achievement Plans to identify corporate training requirements and monitor the IDAP system.
- Analyse data on permit expiries to establish annual permit training requirements (e.g. traffic management, traffic control, first aid training, etc.).
- Broker suitable training providers for corporate training including arranging quotations and providing relevant information and logistics.
- Analyse data and feedback from training surveys and other sources to ascertain whether identified training meets business requirements.
- Oversee the Study Assistance Program including annual audit, and process study assistance documentation.
- Oversee or process Training Authorisation forms or training requests from the business.
- Prepare monthly data uploads from the online learning system to the HR Information System (HRIS).
- On and off-boarding of employees on HR related systems which are not centrally updated, including Joondalup Benefits, SBS Inclusion Program, and other systems as required.
- Assist the Senior HR Advisor (Learning & Development) and other internal SMEs with the creation of e-learning modules.
- Support the development of the corporate training budget.
- Monitor and report on the corporate training budget.
- Monitor and maintain the City's Learning Management System.
- Assist the Senior HR Advisor (Learning and Development) with psychometric assessments if required.

Outcome: Generalist Human Resources

- Assist the HR Advisors in undertaking tasks relevant to their portfolio, as required.
- Undertake allocated monthly reporting within designated timeframes.
- Prepare various correspondence including memos, contracts and emails.
- Enter and maintain data in the HRIS for regular and ad hoc reporting purposes.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.
- Participate as a HR representative on interview panels on an ad hoc basis.
- Participate in the delivery of any HR related inductions as part of the City's organisational induction program.
- In collaboration with Marketing & Communications, proactively contribute content for uploading to social media platforms.

Outcome: HR Administration

- Input and maintain data in the HRIS and Learning Management systems with a high degree of accuracy.
- Administer internal policies and processes.
- Undertake 'user testing' in relation to system upgrades.
- Develop, review and update HR processes and work instructions with a view to continuous improvement.

- Undertake general administration duties including, but not limited to, maintaining documentation on the Internet and Intranet, creation and maintenance of electronic personnel files.
- Support the HR Administration function where required.

Outcome: Customer Service

- Develop professional relationships with internal and external customers.
- Develop and maintain a sense of loyalty and team ownership within the HR team.
- Treat all customers with professionalism and dignity.
- Take initiative to attend to existing or potential customer needs.

5. WORK RELATED REQUIREMENTS

Essential Skills/Knowledge/Experience/Qualifications:

Skills:

- Ability to work autonomously in a team environment.
- High level attention to detail with the ability to proactively identify and resolve issues to ensure rigor is applied and service provision is enhanced.
- High level skills in written and oral communication including delivery of inductions and education sessions to a broad range of participants.
- Demonstrated interpersonal skills to liaise with a range of supervisors including managers and directors.
- High level ability to manage time, set priorities and to plan and organise work in an environment of competing priorities and multiple tasks.
- Demonstrated proactive customer service skills.
- Demonstrated ability to use the Microsoft Office.
- Efficient and accurate keyboard skills and demonstrated ability to enter, maintain and report from databases.
- Demonstrated ability to use electronic records management and finance systems.

Knowledge:

- Sound knowledge of contemporary Learning and Development practices.
- Sound knowledge of contemporary HR practices.
- Sound knowledge of administration procedures and processes.
- Knowledge of legislation.

Experience:

- With a range of human resource functions.
- Demonstrated experience in the use of HR Information Systems and other contemporary systems software including Learning Management Systems.
- Previous experience in administering a range of HR related administrative tasks.

Qualifications/Clearances:

- Tertiary qualifications or progression towards completion of formal studies in HR or equivalent relevant experience.

6. EXTENT OF AUTHORITY

- Provides professional advice; operates as a member of a professional team.
- Freedom to act governed by clear objectives/guidelines.
- Follows standards/procedures. Sets outcome and further develops work methods where general work procedures are not defined.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance available.
- May be required to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction

Internal:

- Directors, Managers and Supervisors
- Employees
- All other business units

External:

- Job and work experience applicants
- Schools, TAFE's and universities
- Medical providers
- Media outlets for advertising purposes
- Training providers

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
--	---