

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Learning and Development Specialist – Oracle & Magiq	
<b>Classification:</b> Band 7	<b>Effective Date:</b> 11 July 2023
<b>Reports to:</b> Coordinator OD & Culture	<b>Tenure:</b> 22 December 2023

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The Learning and Development Specialist Oracle & Magiq will develop and deliver learning and development solutions and initiatives to improve individual, team and organisational skills, capability and performance to use Oracle Cloud Fusion ERP and Magiq Cloud.

The position will work in collaboration with the corporate Learning and Development Specialist to ensure all learning related to Oracle & Magiq forms a key part of the employee compliance and foundation training, corporate induction and the annual corporate learning program.

The position has a functional reporting line to Coordinator Organisational Development and Culture with delivery reporting to the Lead of the ERP Implementation program of work.

## Key Responsibilities

### *Position Specific Responsibilities*

#### **Capability planning and development**

Design, develop and implement a Learning and Development Plan for Oracle ERP (comprising Financials, Procurement, Human Capital Management and Learning) and Magiq Cloud, including a Corporate Learning component, which is strategically linked to the Capability Framework and organisational requirements.

Advise on and design learning and development programs and initiatives that address particular capability requirements of individual business units and/or cohorts of staff related to Oracle ERP and Magiq Cloud.

Develop and implement organisational curriculum, programs and initiatives that ensure capability development and create sustained behaviour change related to Oracle ERP and Magiq Cloud.

Design and oversee delivery of the Oracle & Magiq corporate Induction program informed by the Capability Framework, Council Plan and Council's key strategies and policies.

Provide support to managers on local area learning and development needs related to Oracle ERP and Magiq Cloud and act as a resource to managers in sourcing appropriate related business unit specific training.

Develop and deliver contemporary, innovative and evidence-based approaches to learning and development aligned to future-focused strategic imperatives.

## **Leadership**

Lead in the spirit and practice of Council's Code of Conduct and act as an ambassador for organisational culture and values ensuring they are embedded and upheld.

Make a positive contribution to the performance and culture of Council by role modelling collaborative, constructive behaviours to build trust and support high standards of performance.

### *Corporate Responsibilities*

Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.

Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

## Accountability and Extent of Authority

### **Budget:**

Nil

### **Staff responsibility:**

Nil.

### **Key Relationships**

The position will liaise with leaders (especially managers), employees and service providers at all levels of the organisation, including the Executive.

The position is required to maintain professional relationships with various external contacts, including other councils, external partners, such as job and career pathway providers and training provider.

## Judgement and Decision Making

Exercise judgment and solve complex problems. Make decisions independently and take an innovative approach. The freedom to act is governed by objectives, policies and budgets with a regular reporting mechanism in place. Exercise loyalty, judgment and discretion regarding confidential issues.

Decisions made / actions taken by the Specialist may have a significant effect on the learning and development programs under their control.

## Specialist Knowledge and Skills

### **Other Technical Skills**

- Specialist knowledge of learning and development best practice and contemporary adult learning programs that are aligned to organisational requirements.
- Client focused coaching, support and relationship management skills providing fit for purpose learning and development advice and recommendations.
- Familiarity and skills in applications of human centred design, learning experience design and/or instructional design highly regarded.

### **Interpersonal**

- Outstanding communication and interpersonal skills to formulate effective working relationships with and to inspire the confidence across all levels of organisation.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations and complex projects, applying sound judgement and discretion
- Highly developed engagement, and influencing skills, including liaising with external stakeholders to discuss and resolve specialist problems

- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Excellent presentation skills to enable the clear communication of information to a range of audiences.

### **Technology**

- Advanced skills in Microsoft Office applications.
- Working knowledge of HR Information Systems and Learning Management Systems, for example Oracle Learning.

### **Certificates/Licences and Experience:**

- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

### **Qualifications and Experience**

- Tertiary qualification in a related discipline or an equivalent combination of training and workplace experience in organisational development relating to learning, performance and people development.
- Extensive understanding of capability and leadership development drivers with experience developing innovative, efficient and practical solutions.
- Proven experience in the roll out of learning and development programs; including planning, budgeting, procurement and management of external providers.
- Experience working across a complex and diverse organisation with demonstrated success delivering effective outcomes with consideration to diversity and inclusion.

### **Interpersonal Skills**

- Outstanding communication and interpersonal skills to formulate effective working relationships with and to inspire the confidence across all levels of organisation.
- Problem-solving skills with the ability to effectively manage complex and sensitive situations and complex projects, applying sound judgement and discretion
- Highly developed engagement, and influencing skills, including liaising with external stakeholders to discuss and resolve specialist problems
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.

- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Excellent presentation skills to enable the clear communication of information to a range of audiences.

## Management Skills

### Leadership/management:

- Actively contribute to the corporate and business planning process and annual budget process.
- An understanding of Council's goals and of its values and aspirations, and the legal and political context it operates in
- Knowledge of relevant accounting and financial procedures
- Plans, seeks, allocates and monitors resources to achieve outcomes on time and on budget.
- Manage team performance and foster an environment that encourages new ideas and provides support for the development of emerging skills, ensuring that objectives and goals are met.
- Ability to motivate and develop employees.
- Ensure implementation and compliance of organisational policy, frameworks, legislative and regulatory requirements, including the learning and development plan and capability framework.
- Think strategically, particularly in relation to organisational policies, programs, especially those that relate to employee capabilities, learning and development.

### Other attributes (desirable)

- Knowledge of local government operations and applicable legal and regulatory requirements an advantage.
- Certificate IV in Training and Assessment (desirable).
- Learning Experience/Instructional Design experience (desirable).

### Notes and Comments

- The incumbent may be required to work from different locations within the municipality
- The incumbent may be required to attend out of hours work meetings.

## Key Selection Criteria

- Tertiary qualification in a related discipline or an equivalent combination of learning and workplace experience in organisational development relating to learning, performance and people development.
- Extensive understanding of capability and leadership development drivers with experience developing innovative, efficient and practical solutions.
- Established skills in the roll out of learning and development programs; including planning, budgeting, procurement and management of external providers.
- Experience working across a complex and diverse organisation with demonstrated success delivering effective outcomes with consideration to diversity and inclusion.
- Client focused coaching, support and relationship management skills providing fit for purpose learning and development advice and recommendations.



## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
<b>Standing</b> Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	



Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence		Often	

**Any other relevant comments:**