



POSITION TITLE	Learning & Development Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Community & Corporate
BUSINESS UNIT	People & Safety
REPORTS TO	Manager People, Safety and Customer Experience
SUPERVISES	Nil
EMPLOYMENT STATUS	Full-Time, Fixed Term Contract
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

The Learning and Development Officer supports the coordination and administration of learning and professional development activities that build organisational capability and align with Wodonga Council's strategic and operational goals. This role collaborates with internal stakeholders to foster effective performance across individuals, teams, and directorates, and contributes to cultivating a high-performing and learning-focused workforce.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Coordinates induction programs and mandatory training to meet compliance and organisational requirements
- Administers and promotes learning systems and calendars to support professional development across all levels of the organization
- Monitors learning data, evaluates outcomes, and prepares reports to inform strategy and measure capability uplift
- Advises leaders and staff on development pathways, programs, and learning opportunities that align with organisational goals
- Collaborates with training providers and internal stakeholders to tailor course delivery and maximise learning outcomes
- Leads the facilitation of performance review training and team development sessions to support workforce effectiveness
- Supports the development and delivery of leadership and onboarding programs to build capacity and confidence in new and emerging leaders
- Manages learning and development procurement and budget processes in accordance with Council procedures.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses
	Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion
	Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
	Keep confidences
	Do what you say you will do to the best of your ability
	Be open about mistakes

Speak of those that are absent only in a positive way

- Learning
- Work together and learn from each other
 - Continuously improve and innovate
 - Be open to change
 - There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Determines appropriate learning solutions and actions based on identified organisational needs and compliance obligations.
- Plans and prioritises daily and weekly tasks in line with project timelines and service delivery expectations.
- Seeks guidance from the Team Leader or Manager when required but is expected to exercise sound judgement in most day-to-day decisions.

SPECIALIST KNOWLEDGE AND SKILLS

- Applies knowledge of learning and development practices within a medium-sized organisational context
- Uses HRIS, online learning systems, and data analysis tools to manage and report on learning activity
- Maintains accurate records and ensures compliance with Council's document and information management systems.

MANAGEMENT SKILLS

- Manages own time effectively, sets priorities, and meets deadlines aligned to work objectives.
- Plans and organises tasks to support the delivery of learning initiatives and compliance obligations.
- Adapts to changing priorities while maintaining a high standard of service and professionalism.
- Maintains confidentiality, integrity, and accountability in handling sensitive information and decisions.
- Applies risk awareness and follows OHS procedures to contribute to a safe and compliant work environment.

INTERPERSONAL SKILLS

- Communicates effectively in writing and verbally with employees, providers, and stakeholders.
- Presents confidently in induction and learning sessions to varied audiences.
- Builds positive working relationships and collaborates across teams to achieve shared goals.

INFORMATION TECHNOLOGY SKILLS

- Uses Microsoft 365 and HRIS systems effectively to manage, report, and support learning delivery
- Learns and applies new software programs quickly and supports others in their use

CUSTOMER SERVICE SKILLS

- Delivers courteous, helpful, and professional support to all internal customers
- Responds to queries, follows up commitments, and helps staff navigate learning systems and options
- Communicates clearly and respectfully, particularly when resolving concerns or assisting with accessibility.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Experience in a similar role delivering on similar responsibilities.
- Qualification and/or experience in a field that demonstrates an understanding of business, organisational capabilities and developing people.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.


- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Experience with online learning systems and generating related data/reports.
2. Demonstrated ability to deliver on projects and plan, organise and manage time effectively to deliver on those projects in a timely manner.
3. Strong customer focus with excellent written and verbal communication skills.
4. Experience in managing a budget.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.	PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Administration	Desk based tasks within People and Workplace team, including ensuring completion of online training modules and performance reviews	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external agencies Networking Attending meetings Computer use Phone use Use of multiple online systems and programs Data management and analysis Operating within a budget Handwriting notes Research Policy and document review 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs	X			
			Carrying	X			
			Pushing				X
			Pulling				X
			Climbing		X		
			Bending		X		
			Twisting				X
			Squatting			X	
			Kneeling			X	
			Reaching				X
			Fine motor	X			
			Neck postures		X		
			Accepting instructions			X	
			Providing instructions				X

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Facilitate learning and development sessions	Facilitate the set-up of face-to-face training sessions	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with training providers Physical set up of training spaces, including moving furniture Phone use Handwriting notes 					
			Sitting		X		
			Standing		X		
			Walking			X	
			Lifting up to 15kgs			X	
			Carrying up to 15kgs		X		
			Pushing		X		
			Pulling		X		
			Climbing		X		
			Bending	X			
			Twisting		X		
			Squatting		X		
			Reaching		X		
			Fine motor			X	
			Neck postures	X			
			Providing instructions				X
			Sustained concentration		X		
			Decision making			X	
			Simple problem solving			X	
			Interaction with others			X	
			Exposure to confrontation			X	
			Respond to change	X			
			Prioritisation			X	