



CITY OF ALBANY POSITION DESCRIPTION TRAINING & CHANGE SUPPORT OFFICER (ERP)

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Training & Change Support Officer (ERP)	<pre>graph TD; Manager[Manager - IT] --> ERP[ERP Project Officer]; ERP --> Support[Training & Change Support Officer (ERP)];</pre>
LEVEL: Level 5 City of Albany Industrial Agreement 2023	
DIRECTORATE: Corporate and Commercial Services	
REPORTS TO: ERP Project Officer RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

The Training & Change Support Officer (ERP) is a key member of the ERP project team. Supporting the ERP Project Officer, the Training & Change Support Officer (ERP) is responsible for the development and execution of user training to ensure successful implementation of the City's new Enterprise Resource Planning (ERP) system.

4. KEY RESPONSIBILITIES

- Develop and implement a training approach and plan for the implementation of the new ERP system solution, addressing the needs of staff, contractors, and clients.
- Conduct training needs assessments (TNAs).
- Design and produce engaging training materials.
- Conduct training sessions for groups and one to one.
- Listen actively and adapt communication and teaching styles to different audiences.
- Support a team of nominated staff to complete user acceptance testing and deliver training throughout the project life cycle.
- Design and establish program and materials for inductions for new starters and continuous learning for staff.
- Act as the central point of user support during the project including responding to concerns and queries, collecting feedback, and refining the training programs.
- Monitor and evaluate training effectiveness and making improvements as needed.
- Provide advice on training related matters to stakeholders as required.
- Undertake tasks under general direction/supervision.
- Undertake other duties as assigned, consistent with skills, competence and training.

Work Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

5. REQUIREMENTS OF THE JOB

Knowledge and Skills

- Proficiency in designing and producing high-quality training materials.
- Expertise in creating and delivering engaging training programs.
- Ability to develop and execute detailed training plans, manage timelines, and coordinate with multiple stakeholders.
- Strong attention to detail and organisational skills.
- Good interpersonal and relationship management skills with proven ability to establish good working relationships with a wide range of stakeholders.
- Ability to listen actively and adapt communication and teaching styles to different audiences.
- Ability to work and undertake tasks under general direction/supervision.

Experience and Qualifications

- Relevant training qualifications, TAE40116 Certificate IV Training & Assessment or equivalent relevant experience.
- Demonstrated experience training and coaching staff.
- Experience creating training materials.
- Strong understanding of digital tools, platforms, and technologies, particularly related to eLearning and digital adoption.
- 'C' class driver's licence.
- National police clearance.

- Experience implementing a new system/software, conducting user acceptance testing and conducting relevant system/software training (desirable).
- Experience creating online learning materials (desirable).
- Experience working in Local Government (desirable).

6. **CERTIFICATION**

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) *(Please print)*

DATE: _____