

POSITION DESCRIPTION

Position Title:	Training & Apprenticeship Support Officer
Position Number:	11160
Directorate:	Office of the CEO
Reports to:	Manager People & Culture
Department:	People & Culture
Agreement:	City of Karratha Industrial Agreement 2023
Classification:	Level 5

1. POSITION OVERVIEW

The Training & Apprenticeship Support Officer is a key role within the People & Culture Team, responsible for supporting the Apprenticeship, Traineeship, and Work Experience programs, as well as developing and managing the internal training calendar and supporting mandatory training. This role ensures the effective coordination of training logistics and compliance with relevant regulations.

1.1 Position Objectives

- Ensure effective, consistent, and timely support for apprenticeship and traineeship programs.
- Develop and manage the internal training calendar, ensuring all mandatory training requirements are met.
- Provide expert advice and support to managers and staff on training-related matters.
- Contribute to the continuous improvement of training policies, procedures, and projects.

2. DUTIES & RESPONSIBILITIES

2.1 Apprenticeships, Traineeships and Work Experience

- Coordinator the City's work experience program, including developing and implementing relevant training documentation.
- Collaborate with high schools to identify and maximise work experience opportunities for local students.
- Identify opportunities for apprenticeships and traineeships in consultation with line managers. Coordinate these programs and support on-the-job training.
- Assist line managers with training-related issues to ensure successful program completion.
- Work with Registered Training Organisations for off-the-job training requirements for apprentices and trainees.
- Liaise with local Apprenticeship Network providers for sign-ups, training arrangements, and incentive claims.
- Provide mentoring and support to apprentices, trainees, and work experience students to ensure successful program completion.

2.2 Training Calendar & Mandatory Training

- Create and manage the internal training calendar, scheduling mandatory training sessions and other development opportunities.
- Ensure training sessions are well-coordinated, and logistics are managed effectively.
- Communicate training schedules and updates to relevant stakeholders.
- Track and report on mandatory training completion rates and compliance.
- Provide administrative support for training sessions, including material preparation and attendance tracking.

2.3 General

- Work with the People & Culture team to achieve organisational and departmental objectives.
- In conjunction with the Manager People & Culture, develop, review, maintain and implement training related policies and procedures.

2.3 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under general supervision of the Manager People & Culture.
- Freedom to act, governed by clear objectives within the limits of budget constraints, Council policy, established guidelines, and relevant legislation.

3.2 Judgement and Problem Solving

- Demonstrated problem solving and conflict resolution skills.

3.3 Specialist Knowledge and Skills

- Demonstrated administrative, research and analytical skills, efficient and accurate documentation and reporting.
- Sound knowledge and ability to interpret, understand and apply relevant training and other legislation and standards.
- Demonstrated knowledge and understanding of the Vocational Education and Training System, including the Australian Apprenticeships Incentive Scheme.
- Knowledge of online induction systems and learning management systems.

3.4 Interpersonal Skills

- Demonstrated verbal and written communication skills with a high level of attention to detail, accuracy and confidentiality.
- Developing negotiation and mediation and skills.

3.5 Qualifications and Experience

- Previous experience in a similar role with particular focus on apprenticeship & traineeship support
- Certificate IV in Training and Assessment
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)