

Position Title:	Systems Training Specialist
Reporting to:	Systems and Infrastructure Transition Manager
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The key objective is to work collaboratively to identify and respond to the changing needs of the organisation and to maintain continued ongoing quality service delivery to customers.

KEY OBJECTIVE OF THE POSITION:

Prepare, deliver and assess training programs for new and existing employees. Training will range from systems to processes. System training will focus on customer relationship management and enterprise resource planning platforms. The position will ensure employees have a thorough understanding of systems and processes to enable them to provide a quality service to our customers.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Experience in training and assessing vocational business skills and qualifications
- Experience with e-learning platforms
- Strong level of spoken and written English
- Sound interpersonal skills to work with employees at all levels with the organisation and to motivate others to achieve their best
- High level of computer literacy and competence with current technologies
- Strong educational and presentation skills
- Initiative and problem-solving skills - the ability to offer new ideas or different ways to achieve desired outcomes
- Organisational and planning skills to manage time and to meet deadlines
- Confidence to make decisions to ensure the best training programs are delivered and the needs of employees and the organisation are achieved
- Critical thinking skills to develop and assess materials that will help employees to understand the subject matter in training programs, the ability to be flexible and determine what content will work and what may need to be changed to ensure employees gain the most from the training program
- Personal commitment to improving own knowledge and skills

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- TAE40110 Certificate IV in Training & Assessment
- Minimum of 3 years current and relevant industry experience in disability, health or aged care or business training and assessing
- High level of demonstrated interpersonal, written and verbal communication skills
- A strong technical background working with systems in an organisation
- Experience designing and developing training programs
- Passion to teach and make a difference in the not for profit sector desirable

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focus

- Facilitate systems training programs for new and existing employees to ensure that the service delivered by employees to customers is of a high quality

Relationship Building

- Initiate, develop and maintain good working relationships with employees from all levels within the organisation
- Ability to engage training participants in training programs and ensure desired learning outcomes are achieved
- Flexibility to adapt the design and delivery of training programs to be relevant to participants, taking cultural differences; language, literacy and numeracy (LLN) needs and disabilities into consideration

Problem Solving

- Proactively suggest new ideas and different ways to improve work practices
- Flexibility in approach to achieve optimum business outcomes

Leadership

- Demonstrates leadership in development and delivery of training programs
- Engages with internal stakeholders to ensure quality and relevance of training programs

Financial Impact

- Professional training programs are essential to ensure efficient business operations with innovative training methods supporting responsive and cost effective quality service delivery

Time Impact

- Ability to make immediate decisions, delivering concise, targeted training modules in sync with induction and review schedules

DUTIES

The typical duties of this position include:

- Establish and develop training materials for employee training programs that respect and deliver to the different learning styles
- Consistently evaluate the content of training programs, updating to adapt to changes occurring in the organisation ensuring it is in line with organisational goals
- Collaborate on new process design and provide recommendations to improve existing process in support of process delivery, supporting systems and system end user
- Develop systems and process training to ensure employees reach a high competence level
- Remain proficient in systems and procedures so as to contribute to systems and procedures enhancements
- Work collaboratively with both internal and external stakeholders in the preparation, delivery and assessment of training programs
- Coordinate and deliver systems and process training programs, both face to face and in an e-learning environment
- Organise and deliver to logistics for training programs
- Maintain a collaborative working relationship with the Learning & Development unit and Business Improvement Group
- Maintain record of training attendance, assess and review the progress of training participants through course assessment, evaluations and ongoing feedback.
- This will involve employee competencies analysis and survey design
- Report at a senior level on employee training outcomes for the organisation
- Supervise and direct employees or contractors involved in the delivery of training programs
- Is involved in establishing organisation systems and procedures to ensure training is aligned and appropriate
- Contribute to the development of policy and procedures associated with adult education
- Stay current in new research new methods and technologies associated with adult education
- Maintain a strong understanding of e-learning training programs, the creation and delivery of e-learning
- Ensure systems skills and knowledge are kept up to date by attendance at external workshops and reviewing relevant publications

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.