

Document Control	
Region:	All
Role:	Training Officer
Classification:	Full time
Reports to:	Recruitment & Training Manager
Present Incumbent:	Vacant
Prepared by:	Human Resources
Date approved/updated:	28 July 2010
Version No:	001

Our Values

Everything we do is underpinned by our core values:

Flexible

Supportive

Approachable

Friendly

Our values are embedded in our organisation and form the basis of our business planning, recruitment processes; training and leadership development.

We provide 'Trusted Community Banking' to our members by living our values to achieve our goals. We ensure our staff treat people as individuals and promote and encourage local decision making and community involvement across our network of branches and agencies.

Our employees proudly provide quality service to our members in a flexible, honest, fair and caring manner, demonstrating our commitment to our members.

Position Statement

The role of Training Officer is to assist the Recruitment & Training Manager with all aspects of training for the organisation, including the efficient coordination, delivery and assessment of trainees and employees undertaking relevant training programs. This role will ensure and provide relief in key roles and be responsible for developing relevant internal training and sourcing relevant external training. The Training Officer will have highly developed communication and time management skills, along with the ability to develop and deliver training material in an effective and engaging manner.

Key Responsibilities & Indicators

1. Ensure and provide a high standard of service at CMG by displaying friendly, responsive, courteous and effective communication to staff and member enquiries.
2. Ensure stakeholders receive accurate, consistent, responsive and timely information and assistance by taking ownership of the role to ensure needs are identified and met.
3. Support staff development in providing services that are consistent with values of cross-selling, up-selling and member retention, improving member usage of CMG products and services.
4. Resolve stakeholder complaints in an appropriate and timely manner within CMG policy and legislative requirements.
5. Coordinate and provide staffing relief as necessary to key departments within CMG as requested by the Recruitment & Training Manager, ensuring the professionalism of CMG is maintained at all times.
6. Coordinate and provide training and upskilling to staff in key areas within CMG as requested by Recruitment & Training Manager, ensuring the delivery of training aligns with Human Resources strategies and is consistent with CMG's overall strategic direction.
7. Assist the Recruitment & Training Manager, coordinate the development of training programs for CMG to assist employees develop the necessary skills and expertise for their role.
8. In conjunction with the Recruitment & Training Manager, ensure the provision and development of CMG product competencies within relevant software, ensuring the competencies comply with the Financial Services Reform (FSR Legislation), CMG's Human Resources Strategy and the overall strategy of CMG.
9. In conjunction with the Recruitment & Training Manager, coordinate the traineeship program, including trainee onsite monitoring and visitation and the assessing of relevant modules.
10. Coordinate and assess new and existing employees undertaking relevant training programs.
11. Source relevant external training and training providers, or training solutions for CMG staff and stakeholders
12. Ensure new staff successfully complete the new employee orientation/induction program within the specified time frame.
13. Increase staff motivation and morale through effective performance appraisal and career development by training, coaching, providing feedback and integrating reward systems.

Role Competencies

Ability to:

- display confidence when dealing with others, along with well developed written and verbal communication skills;
- have well developed negotiating skills;
- achieve and work in a team based work culture;
- resolve problems;
- set priorities, plan workload, meet deadlines and achieve the objectives of the department;
- adopt and adjust to change and it's processes whilst looking for ways to process improve;
- adjust and adopt change and it's processes;
- demonstrate a commitment to CMG's core values
- set priorities, plan workload, meet deadlines and achieve the objectives of the department;
- adopt and adjust to change and it's processes whilst looking for ways to process improve;
- work in a flexible environment;
- Understand technology and its many changes and be able to implement new technology.
- offer coaching or assistance to employees in using technological equipment;

Organisational Compliance

- Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including (but not limited to), Financial Services Reform Act, Privacy Act, Industry Codes of Practice, EFT, code of Conduct, Financial Transactions Reporting Act, Occupational Health & Safety, Complaint Handling and Dispute Resolution.
- Ensure a sound knowledge of Credit Union policies, procedures, products, services and systems to comply within the authorities and restrictions in relation to the duties of this role.
- Ensure adherence to correct identification procedures and confidentiality of information that conform to the requirements of the Credit Union and the Privacy Act when accessing member details.

Company Advocacy

- Promote the organisation's purpose of 'Providing Trusted Community Banking' and the brand core of "Trust".
- Act as an advocate for the Credit Union in all dealings with members and staff and present a professional image of the Credit Union in all dealings with the public including appropriate dress standards, helpfulness and friendliness.
- Create a balanced team environment with a focus on continuous improvements, best practice and member focus.

Professional Development

- A willingness and capacity to become better equipped to perform job responsibilities by transferring new knowledge and skills gained through training to the workplace.
- Ensuring the successful completion of individual training and development activities to update knowledge and skills relating to legislative, policy, and system, procedure, product and service requirements inherent in current duties.

Role Selection Criteria

Essential:

1. Previous experience in a training role
2. Certificate IV – Training & Assessment, or willingness to obtain
3. Ability to develop and deliver training material to a diverse audience
4. Strong analytical and problem solving skills.
5. Strong IT Skills
6. Demonstrated understanding and preparedness to commit to the organisation's values.
7. Strong communication skills, both written and verbal, to all levels of the organisation.
8. Current Drivers Licence

Desirable:

1. Financial services and/or Industry experience

Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, CMG's Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document:

I accept my performance will be measured through the agreed objectives set with my manager each year and reviewed on a minimum six (6) monthly basis in accordance with the organisation's performance management policies and guidelines and processes.

Name: _____

Name: _____

Signed _____

Signed: _____

Date: _____

Date: _____

Training Officer

Recruitment & Training Manager