

Senior Training & Development Officer (VPSG5)

Department of Health • All Melbourne VIC



Base pay

\$101,120 - \$122,348



Work type

Full Time



Contract type

Not provided

Job details



Date posted

10 May 2021



Expired On

17 May 2021



Category

HR & Recruitment



Occupation

Training & Development



Base pay

\$101,120 - \$122,348



Work type

Full Time



Job mode

Permanent

Full job description

The Department of Health plays a critical role in the Victorian health system and is responsible for shaping it to meet the health needs of Victorians into the future. We also lead the Victorian Government's response to the coronavirus (COVID-19) pandemic. Working with our partners, we oversee Victoria's health system including mental health, ageing and aged care and preventive health. We are committed to developing and supporting a workforce that is well equipped and highly motivated to provide responsive and quality services to all Victorians. All jobs can be worked flexibly and we encourage job applications from Aboriginal people, people with disabilities, LGBTQI+ and people from culturally diverse backgrounds and differences to realise the potential of our employees for innovation and delivering services.

Application Closes: 17 May 2021

Role: Senior Training & Development Officer (until 31 December 2021)

Number of vacancies available: 1

Office Location(s): 50 Lonsdale Street/Work from home

Position Summary:

The Senior Training and Development Officer role will be responsible for the strategy, design and implementation of the training and development framework for our COVID 19 Public Health Contact Center Operations teams. The role will be required to develop/source and implement learning solutions, assessment strategies and resources to optimize learning efficiency and effectiveness for citizen facing teams across COVID 19 Public Health Contact Center function.

Responsibilities:

- Work collaboratively with a wider leadership team to ensure the

development and success of our customer operations teams in both their initial onboarding and ongoing development.

- Facilitate engaging and effective training and info sessions.
- Develop, implement and evaluate learning programs and training plans
- Lead a team of Trainers and evaluate options to improve the quality and efficiency of training
- Develop training material, facilitations guides, online content and 'Train the Trainer' materials to deliver training programs as appropriate.
- Ensure key stakeholders are informed of the status of training, including implementation, updates and changes
- Establish and manage processes to record learning and assessments on the LMS and e-learning platform, designing digital learning solutions as appropriate and overseeing management of training records
- Use assessments and feedback channels to drive continuous learning improvement
- Review the existing training model and create organised roadmaps of future training schedules
- Conduct training needs analyses.
- Onboard new starters and deliver the induction process.
- Provide monthly reports on training priorities and training hours.
- Drive a positive learning culture

HOW TO APPLY:

Applicants are encouraged to apply online, submitting a cover letter and a current resume.

Please note: For this position, you are not required to address each of the key selection criteria in a separate written document.

Preferred candidates will be required to complete pre-employment screening, including a national police check and misconduct screening.

Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa. Work eligibility will be checked as part of the recruitment process.

For further information please visit the [Department of Health](https://www.vic.gov.au/department-health)

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Click '**Apply Now**' to submit your interest in this position.