POSITION DESCRIPTION

Position Title:	Organisational Development Support Officer
Position Number/s:	P&C-115
Employment Type:	Part Time, Permanent
Hours of Work:	48 hours per fortnight
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement
Award:	*Queensland Local Government Industry (Stream A) Award - State 2017*
Classification:	Level 2-3
Location:	Council's Administration Centre, Charters Towers
Directorate:	People and Culture
Department	Organisational Development

POSITION OBJECTIVE

Under the direction of the Organisational Development Advisor and working within established procedures and guidelines, this position will contribute to the organisational objectives of Council by providing organisational development support services, in addition to providing administration support to the Organisational Development Advisor. The role focuses on the administration of training, induction, mandatory training records and the Apprentice, Trainee and Work Experience Program.

ORGANISATIONAL RELATIONSHIPS

Reports to:	P&C-113 Organisational Development Advisor
Directly supervises:	Nil

ORGANISATIONAL VALUES





DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

Document Set ID: 5334873
Version: 3, Version Date: 06/11/2026

CHARTERS TOWERS
REGIONAL COUNCIL

POSITION DESCRIPTION

KEY RESPONSIBILITIES

1. Assist with coordination and administration, of training programs including bookings, registrations, venues, resources, attendance records and course evaluations in accordance with Council's policy, procedures and legislative requirements.
2. Where required, assist with the delivery of basic training and information sessions using established materials, under the guidance of the Organisational Development Advisor.
3. Provide administrative support for Council's Corporate Induction Program including scheduling sessions, preparing induction materials and maintaining induction completion records.
4. Monitor and maintain records of mandatory training, licences and certifications for current employees using established systems and notify supervisors and the Organisational Development Advisor of upcoming renewals and outstanding requirements. Gather, maintain and report on learning and development and workforce capability data, including records within Council's learning management system, utilised to support organisation development and succession planning.
5. Provide administrative support for the Apprentice, Trainee and Work Experience Program including coordinating placements and maintaining accurate records and liaising with training providers.
6. Liaise with and maintain partnerships with external training and education institutions to arrange training, obtain quotations, confirm course details, and process purchase orders and invoices in accordance with Council's procurement procedures.
7. Provide general administrative support to the People and Culture team as required, including preparing correspondence, maintaining records in accordance with Council's recordkeeping requirements, and responding to routine enquiries.
8. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
9. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

Progression: Progression from Level 2 to Level 3 is not automatic. It will be assessed by the Organisational Development Advisor and People and Culture, based on evidence that the Level 3 criteria have been met (for example, a copy of the qualification) and that the incumbent is performing the full range of key responsibilities to a satisfactory standard.

| Knowledge, skills and abilities |

Level 2 Essential:

- Sound clerical, administrative and organisational skills, with the ability to plan and prioritise own work, meet deadlines and work within established procedures.
- A high level of accuracy and attention to detail, and the ability to maintain confidentiality when handling employee information.
- Sound computer skills and the ability to learn relevant business systems/processes including Microsoft Office and learning management or HR information systems.
- Ability to assist with the delivery of basic learning and development activities using established materials.
- Sound interpersonal skills including effective verbal and written communication skills, and the ability to liaise with a wide range of people.

- Ability to build effective working relationships with internal and external stakeholders and explain routine procedures and requirements
- Ability to exercise judgement and initiative within established procedures and guidelines, and to refer complex or non-routine matters to the appropriate officer.

Level 3 Essential: (In addition to all Level 2)

- Demonstrated background and experience within a human resources role, preferably within a learning and development or training context.
- Previous experience in a local government or public sector environment.
- Familiarity with TechnologyOne and/or a learning management system.

| Education/Qualifications |

Level 3 Essential:

- Certificate III or IV Business Administration (or a related discipline) and/or equivalent relevant experience.

| Licences |

Essential:

- Possession and maintenance of a current Queensland “C” Class Driver’s Licence.

INHERENT REQUIREMENTS AND WORKING ENVIRONMENT

Inherent requirements

The following are essential to performing this role safely. Council will consider reasonable adjustments to help a person meet these requirements.

- Sit or stand at a workstation and use a computer, keyboard and telephone for extended periods to undertake administrative duties.
- Occasionally move between Council buildings, training rooms and other Council facilities to coordinate or assist with the delivery of training, induction and development activities.
- May be required to undertake light manual handling associated with the preparation and delivery of training and induction sessions, including lifting, carrying and arranging training materials and resources.
- May be required to assist with the delivery of training, induction and information sessions, including standing for periods of time.
- Occasional work outside ordinary hours may be required to support training activities, induction sessions or other organisational development requirements.

Pre-Employment Checks, Health Monitoring and Immunisation

This position is required to complete a satisfactory health declaration, and a pre-employment medical assessment including a drug and alcohol screen, based on the inherent requirements above.

A national criminal history check may also be required, with the applicant's written consent.

Council takes all reasonably practicable steps to provide a safe and healthy workplace and to prevent occupational disease. Under Council’s P0199 Vaccinations and Health Monitoring Procedure, this position is listed on Council’s health monitoring register and is not included in the Workplace Immunisation Program.

POSITION DESCRIPTION

POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Supervisor: _____ **Signature:**_____
(Name)

Date:_____

Executive Manager:_____ **Signature:**_____
(Name)

Date:_____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent:_____ **Signature:**_____
(Name)

Date:_____

Document Set ID: 5334873
Version: 3, Version Date: 06/11/2026