



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**



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POSITION TITLE	Onboarding and Pathways Officer	CLASSIFICATION	Level Four (4)
DIRECTORATE	Office of the CEO	AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award Stream A
DEPARTMENT	People and Capability	REPORTS TO	Senior P&C Business Partner – Learning & Development
POSITION NO.	11,117.00	LAST REVIEW DATE	January 2025

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120km of Great Barrier Reef coastline and extending over 400km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. Our residential population of 24,275 is made up of families, young people, resources and agriculture sector workers, retirees and sea/tree changers spread across 17 unique communities including the larger towns of Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St Lawrence. It also includes the smaller communities of Carmila, Clairview, Clarke Creek, Greenhill, Ilbilbie, Kilcummin, Mackenzie River, Mistake Creek and Valkyrie. Our region is exposed to a range of global influences and drivers which present unique challenges to the local government professionals who serve it. To address these challenges, the organisation is heavily invested in growing our cultural leadership capability to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DEPARTMENT SUMMARY:

The People and Capability Department is responsible for the Human Resources and Learning and Development functions within Isaac Regional Council (Council). The People and Capability Department ensures an integrated approach to internal services across the organisation.

C. POSITION SUMMARY:

The Onboarding and Pathways Officer position is responsible for supporting the Senior P&C Business Partner – Learning & Development, management, staff and stakeholders in the area of onboarding, training and development across Isaac Regional Council.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

Onboarding & Pathways

- Support IRC programs including apprentices, trainees, graduates and work experience placement.
- Assist with the development, facilitation/delivery and administration of onboarding, apprentice and trainee and graduate programs.

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- Co-ordinate the delivery of Council's induction program for all new and existing employees, ensuring content is reviewed and updated continually in line with Council requirements and feedback received.
- Follow-up, schedule and coordinate elapsed training bookings with employees.
- Action all training requests within role scope, inclusive of researching training providers, identifying in-house training opportunities, coordinating training and ensuring quality and costs are considered.
- Administer statutory training requirements through regular reporting and scheduling of training to meet legislative requirements.
- Maintain awareness of Local Government funding opportunities for apprentice and trainee programs.
- Develop and promote onboarding initiatives including Council inductions.
- Lead and monitor the progression of the RTO training plan, online enrolments and other relevant documentation throughout the apprentice and trainee lifecycle, including transitioning/updated/superseded qualifications.
- Review and implement onboarding and career pathways initiatives and processes.
- Promote career opportunities within council through activities such as work experience, careers day and local school engagements.
- Liaise with relevant teams for all onboarding employee housing and/or fleet requirements.

Technical/Business Performance

- Ensure correct record management and integrity of all confidential and sensitive employee information.
- Schedule training for apprentice and trainees and monitor all training and qualification requirements to ensure training schedules are met for each stage of their qualification.
- Maintain confidential filing including maintaining management systems and registers.
- Assist with the preparation of reports, spreadsheets, databases and presentations pertaining to apprentice and trainees, onboarding and career pathways.
- Monitor logbooks, profiles and training record books in consultation with technical experts.
- Regular monitor and review the progress of trainees and apprentices through discussions with both apprentices/trainee and their direct supervisor/managers.
- Communicate directly with all apprentices and trainees regularly to monitor and support, performance and completion of their apprenticeship by carrying out onsite visits and other methods of communication.
- Coordinate travel and accommodation for apprentices on block training and assistance with acquiring appropriate resources (e.g. tools) where required.
- Maintain and update Isaac Regional Council's training database and training records.
- Update process pertaining to onboarding and pathways initiatives across council.
- Undertake any other duties as reasonably directed within the limits of the employee's skills, competence and training.
- Ensure all learning and development programs are sourced, developed and implemented in line with Council's vision and values.
- Identify and implement new processes, procedures or systems to improve efficiency.
- Actively participate and contribute toward the integration of core services across Council.

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People Leadership

- Provide excellent customer service maintaining effective relationships with clients, customers, staff and stakeholders.
- Model Isaac Regional Council values and behaviours.
- Mentor apprentice, trainees and graduates through their career journey.
- Provide support to supervisors of apprentice and trainees, work placements, graduates, onboarding and other initiatives.
- Promote a positive workplace culture

Operational

- Demonstrate initiative and autonomy in prioritisation and work organisation to achieve outcomes.
- Assist with the development and continuous improvement procedures and operational management standards to enhance the effective and efficient management of all Learning and Development processes.
- Continual communication with internal customers to ensure coordination of the development of policies, processes and implementation of new initiatives.
- Ensure compliance with relevant federal, state, local and statutory Acts, regulations and codes.

While this position description covers the key areas of responsibilities, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee's skills, competence and training).

E. KEY COMPETENCIES:

Knowledge and skills

Essential

- Efficient administration skills.
- Excellent interpersonal skills in the areas of creative problem-solving, conflict resolution and decision-making processes.
- Ability to handle matters with both confidentiality and sensitivity.
- High level of customer service, written and oral communication skills, with a demonstrated ability to communicate with a diverse range of people.
- Ability to work in a collaborative fast-paced team environment.
- Capability to plan effectively, prioritise and to deliver in a timely and efficient manner.
- Demonstrated ability to work both independently (act on own initiative, work unsupervised, take ownership of solutions and effectively prioritise workload) and in a team environment.
- Ability to work effectively under pressure whilst retaining a strong eye for detail.
- Self-motivated, customer focussed with a 'can do' attitude to meet varying work demands, including responding effectively to change.

Experience

- Previous experience in an administrative or vocational education and training (VET) role within Human Resources and/or Local Government would be highly regarded.
- Experience in the use of Microsoft Applications and information management systems.

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Qualifications

- Qualifications in Business and/or previous experience in a relevant role would be highly regarded.
- Certificate IV in Training and Assessment would be highly regarded.
- Working with Children Card
- The role requires the possession of a current C Class Open Australian Drivers Licence.

F. PHYSICAL DEMAND CATEGORY:

- Sedentary Work
 Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
 Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
 Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

Audio-Visual Demands:

- Depth Perception Colour Discrimination Peripheral Vision Hearing (Avg)

Specific Actions Required:

This job may include:

- | Standing/Walking | Sitting | Driving |
|-----------------------------------------------|-----------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> None | <input type="checkbox"/> None |
| <input type="checkbox"/> Occasional | <input type="checkbox"/> Occasional | <input checked="" type="checkbox"/> Occasional |
| <input checked="" type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs |
| <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs |
| <input type="checkbox"/> 6 - 8 Hrs | <input checked="" type="checkbox"/> 6 - 8 Hrs | <input type="checkbox"/> 6 - 8 Hrs |

Work Environment:

- | Attribute: | Yes | No |
|---------------|--------------------------|-------------------------------------|
| Chemicals | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cold | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Dampness | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fumes/Gases | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heat/Humidity | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heights | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Noise | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Repetitive Motions:

- Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require:

- | Manoeuvre | Frequent | Occasional | None |
|-----------|--------------------------|-------------------------------------|-------------------------------------|
| Bending | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Squatting | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Climbing | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Twisting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Reaching | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

G. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

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Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority/obligation that comes with their powers.

H. WORK HEALTH SAFETY, QUALITY AND ENVIRONMENTAL OBLIGATIONS:

Workers and Others authorities and responsibilities include the following:

1. Take reasonable care for their own health and safety.
2. Ensure actions or omissions do not adversely affect the health and safety of others or the environment.
3. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, quality and environment are adhered to.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their Manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments 'Take an Isaac Instant'.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Ensure that you are fit for work at all times and are not adversely affected by either drugs or alcohol as specified in Councils 'Fitness for Work Policy'.
10. Participate in Councils rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

I. RESPONSIBILITIES:

Corporate Responsibilities

Code of Conduct

1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct:
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and
 - b. decisions are made based on the principles of sound ethics and sound judgement.
2. Act at all times in line with the principles as outlined in Council's Code of Conduct, specifically:
 - a. Integrity and Impartiality
 - b. Promoting the Public Good
 - c. Commitment to the system of government
 - d. Accountability and transparency

Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance

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of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other

- Commitment to Council's Community and Corporate Plans.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.
- Responsible operation and use of council vehicle

J. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
4. All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.

K. CERTIFICATION:

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
NAME		
SIGNATURE		
DATE		



Isaac Regional Council

We're delivering in a changing world

OUR VISION

Helping to energise the world.
A region that feeds, powers and builds communities, now and for the future.


OUR GOAL

To pursue long-term sustainable futures for Isaac's communities.


OUR VALUES

COMMUNITY FOCUS 
We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.

We will continuously improve how we address those needs to help future-proof our region.

CARING 
We are committed to working safely and caring for the safety and wellbeing of our people and communities.
We believe that people matter.

TEAMWORK 
We expect respectful relationships in our work together, to achieve.
We cultivate commitment through shared purpose, to create value.

POSITIVE WORK ETHIC 
We do our best every day to have pride and enjoyment in our work.
We display accountability, transparency, procedural consistency and integrity.
We seek the highest possible practical outcomes in everything we do.
We practice the knowledge that how we do things is just as important as what we do.

At Isaac, the how matters.