POSITION DESCRIPTION
Training & Development Manager

We find ways to enhance life in Tasmania.
Our Values: Integrity, Courage, Fairness, Resourcefulness, Caring, Vibrancy

PURPOSE OF POSITION

To leverage the RACT’s strategic theme of Building organisational capability by ensuring that organisational learning and development activities support current and future business needs for world’s–best service and expertise.

Provision of coaching and training to build the capabilities of Retail Distribution Network staff to provide world-best service in delivering RACT products and services through a sales focused multi-channelled environment.

Support the development of organisational capabilities through a range of workforce management practices.

RESPONSIBILITIES

- Undertake sales and service training for new and existing Retail Distribution Network.
- Drive consistency in standards of service throughout RACT.
- Development of training programs and resources to support sales and service objectives at organisational, business unit, team and individual level.
- Through a consultative approach, support broader RACT business units around service delivery.
- Provide customised training resources/programs.
- Maintain an up to date knowledge of all systems, products and services to support staff in providing an exceptional member experience and maximise sales opportunities.
- Maximise all opportunities to deliver key organisational revenue objectives including revenue uplift, increased market share and increase in Multiple Product Holdings.
- In collaboration with the Training Officer, develop and facilitate training programs for new retail network staff to include sales, service and system training.
- Analyse skill gaps and performance improvement opportunities – branch, team, and individual level.
- Provide constructive feedback to participants and consult with department managers and team leaders to ensure that coaching and development provided is reinforced through ongoing performance management.
- Support the General Manager, People & Culture to:
  - Develop and review organisational and role-specific capabilities framework.
  - Ensure that recruitment processes, position descriptions and organisational training supports the capabilities framework.
  - Build greater organisational capabilities through sound talent management and workforce planning.
  - Develop, implement and manage rewards and recognition initiatives.
  - Liaise with external training providers and educational institutions to identify appropriate external training solutions.
  - Research contemporary learning and development trends and provide recommendations on opportunities for RACT to provide world-best service and expertise.
  - Research, develop and implement in consultation with managers high quality contemporary training programs to meet organisational, department and participant needs.
- Provide ongoing reporting and analysis of training activities.
- Familiarise yourself with RACT’s WH&S Management System and ensure compliance within your work area to operate with a safety focus at all times.
KEY RESULT AREAS

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<tr>
<th>Key Result Area</th>
<th>Performance Standard</th>
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<tbody>
<tr>
<td>Internal and External Customers</td>
<td>• Act as a brand ambassador by modelling the RACT values in every interaction with members, colleagues and general public.</td>
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<td>• Contribute to the performance of the team by displaying a positive and enthusiastic attitude, showing support and involvement in all activities.</td>
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<td>• Support the RACT Way by finding ways to enhance the member experience.</td>
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<td>• Actively contribute to a vibrant, collaborative team focused environment.</td>
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<td>People</td>
<td>• Actively contribute to team work through participation in staff meetings and by actively supporting colleagues.</td>
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<td>• Provision of individual monitoring, assessment and feedback on progress of new staff.</td>
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<td>• Demonstrate behaviours which reflect the RACT vision and values.</td>
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<td>• Ensure personal presentation and that of the Training environment reflects RACT’s world-best standards.</td>
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<td>• Understand your responsibilities in relation to the Model Workplace Health and Safety Act 2012. As a worker your Workplace Health &amp; Safety responsibilities are to:</td>
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<td>• Take reasonable care for the health and safety of yourself and others;</td>
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<td>• Follow safe/standard operating procedures;</td>
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<td>• Control and/or report hazards, incidents and near misses as soon as practicable to do so;</td>
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<td>• Ensure that equipment is maintained in a safe working condition.</td>
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<td>• Acting responsibly and performing your work in accordance with safety standards applied and directions given by your Manager, the Regulations, or relevant codes of practice.</td>
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<td>Business Activity</td>
<td>• Ensure that training feedback is provided to participants and managers constructively and professionally.</td>
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<td>• Coaching and training delivered using contemporary training and assessment methodologies which are in keeping with company standards, policies and legislative requirements.</td>
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<td>• Ensure all daily transaction requirements, administrative tasks and other duties are carried out in accordance with current company and legislative practices and procedures.</td>
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<td>Profitability</td>
<td>• Support staff to identify opportunities to introduce RACT products and services relevant to the changing lifestyle and needs of our members.</td>
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<td>• Operate within agreed budget parameters whilst achieving outcomes.</td>
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<td>• Support the RACT’s commitment to the prevention and detection of fraud, corruption and theft by complying with applicable laws and internal practices.</td>
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MAJOR ACTIVITIES (TIME)

<table>
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<tr>
<th>Indicative Activity</th>
<th>%</th>
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<tbody>
<tr>
<td>Individual coaching and training</td>
<td>60%</td>
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<tr>
<td>Organisational capabilities development</td>
<td>20%</td>
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<tr>
<td>Reward and recognition initiatives</td>
<td>10%</td>
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<tr>
<td>Recruitment support</td>
<td>5%</td>
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<tr>
<td>Administration and reporting</td>
<td>5%</td>
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<tr>
<td>TOTAL</td>
<td>100%</td>
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RELATIONSHIPS

Reports to:

- Report to GM, Retail Distribution and supports Sales & Service Manager in relation to Retail Distribution Network requirements.
- Reports to GM, People & Culture in relation to organisational Training & Development requirements.

Internal:
Build and maintain strong professional relationships with internal business partners, most notably:

- Retail Network Team Leaders
- Roadside Product Manager
- RACT Insurance staff
- Administrative Assistant, People & Culture

External:
Build and maintain strong professional relationships with key representatives of strategic business partners including but not limited to:

- External training providers
- GMHBA Health Insurance
- RACV Finance
- Travel Insurance providers

DELEGATION LEVELS

Financial:
- Authority to initiate operating expenditure within financial delegation limits.

Staffing:
- Training Officer will report directly to this role in relation to day to day performance and Retail Distribution Network requirements. Reports to GM People & Culture in relation to organisational requirements.

Policy:
- Responsible for communicating RACT policies & procedures during provision of training.

SELECTION CRITERIA

Essential Criteria *(required for entry into a position)*

Knowledge, Skills & Abilities

- Demonstrated capability in building and delivering sales and service strategies which support corporate objectives.
- Experience in diverse range of products and services through multiple channel acquisition.
- Demonstrated background in leading and supporting teams in areas such as recruitment, training & development.
- Demonstrated strategic thinking approach.
- Demonstrated ability to research and evaluate training needs.
- Demonstrated ability to successfully coach staff to develop and apply knowledge and skill in a range of areas.
- Proven experience in identifying capability gaps and developing training plans to address.
- Sound skills in Microsoft Office products, Word, PowerPoint and Excel.
- Demonstrated ability to deliver instructional presentations.
- Excellent communication skills, both written and verbal.
- Highly developed interpersonal and people management skills, including ability to interact with and influence people at all levels.
- Demonstrated ability to provide members with an exceptional service experience.
• Demonstrated passion to work in a high achievement, sales focused outcome driven team.
• Ability to clearly articulate the benefits of products and services.
• Sound experience in recruitment practices.
• Demonstrated desire to be part of a Tasmanian organisation that actively engages with and supports our community.

Qualifications, Education & Training Requirements
• Current Certificate IV in Training & Assessment or equivalent on the job experience.
• Minimum 1 – 2 years training experience

Desirable Criteria
• Training experience in customer service environments
• Knowledge of general insurance industry

PERSONAL ATTRIBUTES
• Ability to manage multiple tasks concurrently
• Ability to achieve outcomes with minimal direct supervision
• Able to build trust and show integrity by being genuine, taking straight and keeping promises
• Be courageous by being accountable, proactive and innovative
• Show care by listening carefully, seeking feedback and being community minded
• Ability to solve problems by being collaborative, creative and analytical
• Demonstrate fairness by treating people with dignity and taking a balanced view of circumstances
• Contribute to a vibrant environment by being energetic, enthusiastic and engaged in everything you do
• Ability to adapt in a changing environment

CONDITIONS OF SERVICE
Special requirements:
• Regular intrastate travel will be required
• Attendance at staff training may be necessary outside normal business hours
• Must hold a current C class drivers licence (car)