

Melton City Council

Training Lead (TCP)

Position Description

PD: 00827

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Training Lead (TCP)
Directorate	Organisational Performance
Business Unit	Technology
Position Classification	Band 8
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Senior Organisational Change Manager (OCM)
Supervises	Training Content Developer
Internal liaisons	• Executive Leadership Team • Senior Leadership Team • Business Managers, leads and SMEs • Staff • IT department staff
External liaisons	• Vendors, Consultants and Contractors • Other Government Organisations • Other councils

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **Motivate, Empower, Lead, Trust Open and Nurture** represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each



employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Provide strategic leadership for the development, implementation, and governance of learning and capability initiatives that enable successful organisational and technology change outcomes across the Technology Change Program (TCP).
- Lead the design and delivery of innovative, evidence-based learning solutions that build workforce capability, accelerate the adoption of new systems, processes, and ways of working, and deliver measurable business and organisational outcomes.

5. Key responsibility areas

- Lead the development and execution of a strategic training framework that aligns with program objectives, organisational priorities, and workforce capability needs.
- Drive the design, implementation, and continuous improvement of a strategic training approach that supports program outcomes, organisational priorities, and long-term capability development.
- Lead the design and development of strategic learning solutions that build workforce capability and support successful program outcomes, incorporating digital, instructor-led, blended, and performance support approaches.
- Oversee and lead the planning, governance, and delivery of enterprise training programs, ensuring effective resource coordination, learning platform management, and high-quality learner experiences.
- Partner strategically with change management, communications, business readiness, and operational leaders to embed learning initiatives within broader organisational change and adoption strategies.
- Establish and monitor training performance frameworks, using learner feedback, capability assessments, business outcomes, and adoption metrics to evaluate effectiveness, drive continuous improvement, and provide evidence-based recommendations to senior management on learning strategy, capability development, and program optimisation.
- Provide leadership, coaching, and professional guidance to trainers, facilitators, and subject matter experts to strengthen learning capability and ensure consistent, high-quality delivery.
- Manage strategic relationships with external learning providers and contractors, ensuring services deliver value for money, meet quality standards, and align with program objectives and organisational priorities.

6. Accountability and extent of authority

- Accountable for the effective planning, development, and delivery of training programs that meet stakeholder and program objectives.
- Freedom to manage specialist or regulatory units is subject to organisational goals and policies or legislation, decisions and actions taken may have a substantial effect on the community.
- Accountable for ensuring training programs are aligned and integrated with change management, communications, and business readiness efforts.
- Accountable for monitoring training effectiveness, adoption, and learning outcomes, providing insights to program leadership.
- Ability to manage resources with the freedom to act governed by broad goals, policies and budgets, decisions and action taken may have a substantial impact on the business unit or on the public perception of the wider organisation.

7. Judgement and decision making

- Determines the most appropriate learning solutions and delivery methods based on stakeholder needs, program timelines, and resource availability.
- Demonstrated ability to utilise and contribute to the development and adaptation of methods, procedures and processes that are less well-defined.
- Highly developed skills to identify and analyse an unspecified range of options before making decisions.
- Prioritises training initiatives and resources to focus on areas with highest business impact.
- Makes informed decisions on when to escalate training gaps or risks to program leadership.

8. Specialist skills and knowledge

- Expertise in training design, development, and delivery, including e-learning, classroom, and blended learning approaches.
- Knowledge of learning and development frameworks, adult learning principles, and instructional design methodologies.
- Familiarity with learning management systems (LMS), digital learning platforms, and training evaluation tools.
- Possess sound knowledge of budgeting and relevant accounting and financial procedures.
- Understanding of the long-term goals of Council, as well as the organisation's values and aspirations within the legal, socio-economic and political context of operations.
- Strong facilitation and coaching skills for delivering training to diverse audiences.
- Familiarity with program delivery lifecycles (Agile, Waterfall, or hybrid) and integration of readiness activities into delivery plans.

9. Management skills

- Demonstrated management capability to lead the planning, delivery, and continuous improvement of learning and capability initiatives, balancing organisational priorities, operational requirements, risks, and organisational and external constraints and opportunities to achieve program outcomes.
- Proven ability to lead, develop, and manage multidisciplinary teams of professional and technical staff, fostering high performance, collaboration, accountability, and a culture of continuous learning.



- Drive continuous improvement by identifying, implementing, and evaluating enhancements to learning strategies, training processes, technologies, and methodologies to improve organisational capability, learner experience, and program effectiveness.

10. Interpersonal skills

- Highly developed communication and presentation skills, with the ability to translate complex information into clear, engaging, and audience-appropriate learning and business messages.
- Demonstrated ability to build collaborative relationships and work effectively across business units, program teams, and external stakeholders to achieve shared organisational outcomes.
- Ability to persuade, convince or negotiate with clients, members of the public, employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives.
- Demonstrated capability to coach, mentor, and develop trainers, subject matter experts, and leaders to strengthen learning capability, embed knowledge transfer, and support sustained organisational adoption.
- Proven leadership capability, with the ability to lead, motivate, develop, and support high-performing teams while fostering a culture of collaboration, accountability, and continuous improvement.
- Demonstrated resilience and adaptability, with the ability to respond effectively to changing priorities, evolving program requirements, and organisational challenges while maintaining a focus on achieving strategic outcomes.

11. Qualifications and experience

- Bachelor's degree in education, Learning & Development, Business, Human Resources, or related field with relevant experience plus postgraduate qualifications or lesser formal qualifications with extensive and diverse experience, or intensive specialist experience.
- Formal qualification or certification in project or program management (e.g., PRINCE2, PMI) or change management (e.g., Prosci, ACMP).
- Demonstrated experience in designing, developing, and delivering training programs in complex programs or technology implementations.

12. Key Selection Criteria

1. Bachelor's degree in education, Learning & Development, Business, Human Resources, or related field with relevant experience plus postgraduate qualifications or lesser formal qualifications with extensive and diverse experience, or intensive specialist experience.
2. Demonstrated experience providing strategic leadership in the design, implementation, and evaluation of learning and capability development strategies that align with organisational priorities, business objectives, and transformational programs.
3. Proven ability to build and maintain effective relationships with senior leaders, program teams, and key stakeholders, influencing decision-making and driving collaboration to achieve successful learning and organisational change outcomes.
4. Demonstrated experience leading the planning, governance, and delivery of complex training initiatives, including the management of multidisciplinary teams, learning resources, budgets, and external service providers to achieve high-quality outcomes.
5. Demonstrated knowledge of contemporary adult learning principles, learning technologies, learning management systems, and blended learning methodologies, with the ability to

leverage data and insights to enhance learner engagement, capability development, and organisational adoption.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Chief Information Officer Approved by Position Title	July 2026 Date Approved	
Incumbent's name	Signature	Date

