

Position Description

HR & Training Officer

Our Vision

Northern Inland Credit Union (NICU) is committed to helping its Members find smarter ways to manage their money by offering smart financial solutions and building strong, enduring relationships. This shapes products and service delivery and drives the core strategic objective to achieve Main Financial Institution status with Members. By encouraging new Member growth, increasing the value of existing Members and exceeding Member expectations through personalised service and innovative technology, NICU is committed to being the premier local alternative to the big banks in northwestern NSW. NICU seeks team members who are committed to operating in a Member-centric environment.

Job Purpose

The HR & Training Officer is a dual role and is an integral part of the team at NICU, responsible for: overseeing various HR functions; ensuring compliance with documented policies and procedures and relevant workplace relations and workplace safety legislation; and directly influencing the performance and professional pathways for learning of all staff.

Through a strong understanding of HR best practices, as a HR & Training Officer, you will play a vital role in NICU's success by ensuring the effective management of our most valuable asset – our people. In addition, through the understanding of each position description within the frontline and administration teams, you will ensure that each staff member is supported to become competent and has the necessary skills to perform their role and provide a superior experience for NICU Members.

Required Smart Values

The HR & Training Officer delivers a superior level of service to colleagues, Members and stakeholders via: *Smart Solutions * Motivation * Achievement * Relationships * Team. Refer to the Employee Handbook on the NICU Staff Hub.

Responsibilities

The HR & Training Officer performs tasks and carries out duties in accordance with documented policies and procedures and refers to other senior staff where assistance or discretion is required. As HR & Training Officer, your responsibilities include:

Human Resources:

Recruitment and Selection

- Developing and implementing effective recruitment strategies to attract and retain talent
- Coordinating the entire recruitment process, including job advertisements, resume screening, conducting interviews, making job offers
- Managing employment documentation including Position Descriptions and Employment Contracts
- Collaborating with senior management to determine staffing needs and ensuring a diverse and inclusive candidate pool.

Employee Onboarding and Offboarding

- Facilitating the onboarding process for new staff, ensuring a smooth transition into the organisation
- Conducting orientation sessions to familiarise new employees with NICU policies, procedures and culture
- Managing the offboarding process, including exit interviews and the completion of necessary documentation and system updates.

Employee Relations

- Serving as a point of contact for employee enquiries, concerns and grievances, ensuring timely and appropriate resolutions
- Promoting positive employee relations by fostering a culture of open communication, respect and collaboration
- Acting as the Grievance Officer and Work Safety Officer
- Conducting investigations into employee complaints or allegations and recommend appropriate actions
- Taking responsibility for Industrial Relations, Work Health & Safety compensation claims and rehabilitation.
- Manage the annual Staff Risk Culture Survey and reporting internally.

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Performance Management

- Providing guidance and support to managers in addressing performance-related issues and implementing performance improvement plans.
- Supporting the implementation and maintenance of performance management systems, including goal setting, performance evaluations, and feedback mechanisms.

HR Policies and Compliance

- Working with NICU's external HR Support Consultancy team to update HR policies, procedures, employee documentation and employee handbooks, to ensure compliance with relevant employment and workplace relations and workplace safety regulations.
- Staying updated on relevant employment and workplace relations legislation and industry best practices, to ensure compliance and recommend necessary changes.

HR Administration

- Maintaining accurate and up-to-date employee records, ensuring confidentiality and data protection
- Managing uniform requirements for new and existing staff in line with company policy.

Training:

Training Needs Assessment and Program Development

- Conducting thorough needs assessments to identify skill gaps and training requirements across departments and job roles
- Designing and developing comprehensive training programs, materials and resources
- Collaborating with managers to determine training priorities and developing targeted training plans
- Managing training requirements of trainees, including assistance with completion of courses and liaising with course providers, government agencies and line managers to ensure an effective sign-off on completion.

Training Delivery and Facilitation

- Conducting training sessions for employees at all levels, ensuring content is delivered effectively and learning objectives are met
- Employing a variety of training techniques and methodologies to accommodate different learning styles and preferences to deliver effective and engaging training experiences (e.g. training videos)
- Coordinating the research, enrolment, fulfilment and recording of external training courses for employees.

Training Evaluation and Feedback

- Implementing assessment strategies to measure the effectiveness of training programs, such as post-training evaluations, quizzes and skill demonstrations
- Analysing training feedback and evaluation data to identify areas of improvement and making necessary adjustments to training content and delivery methods
- Continuously seeking feedback from participants and stakeholders to ensure training programs align with organisational objectives and are meeting employee needs.

Training Administration

- Coordinating logistics for training programs, including scheduling, calendar invites and room setup
- Maintaining accurate training records via a Training Register
- Coordinating and updating internal communications via the NICU Staff Hub in relation to training
- Maintaining the Training Calendar and resources for weekly training on the NICU Staff Hub.

Learning and Development Initiatives

- Staying abreast of emerging trends and innovative approaches in learning and development
- Participating in testing, training and product development to maintain a comprehensive knowledge of all Northern Inland and third-party products and services
- Collaborating with third parties to organise/implement training sessions and programs for staff, within budget
- Supporting the design and implementation of additional learning and development initiatives, such as mentoring programs and job rotations.

Refer to the matrix of operational policies and procedures for specific functions, activities and tasks.

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Risk Management

Ensures controls are applied in accordance with Board and operational policies and procedures, particularly with regard to material risks, as identified in the Risk Register within the Board-authorised Risk Management Strategy, for which the HR & Training Officer has a detection, monitoring, escalating or risk ownership aspect.

Position Parameters

- Performs tasks and service requirements with due diligence within the guidelines as set by management
- Actively supports the managerial control and operations of NICU
- Operates in accordance with policies, procedures and deadlines
- Undertakes required training
- Uses discretion within area of delegated authority to achieve task outcomes
- Participates in projects and continual improvement and risk management processes
- Provides supportive and meaningful guidance to staff as required
- Other responsibilities and duties within their skills, qualifications and experience.

Performance Review

Regular reviews against NICU's objectives and values and position's objectives and competencies set by management.

Employment Conditions

Appointed by	CEO
Reports to	Chief Risk Officer
Hours of work	Fulltime: M/W/Th/Fri 8:30am – 5:00pm, Tues 8:15am – 5:00pm, with reasonable additional hours as required and with reasonable notice.
Location	Newcastle, with reasonable travel to other sites for work related purposes.
Remuneration	Minimum Level 6, Banking Finance and Insurance Award (the Award) and superannuation guarantee.
Leave	In accordance with the Award. Fulltime: 4 NICU Personal Leave Days per calendar year, accruing one per quarter; not cumulative. 1 Personal Leave Day in lieu of Bank Holiday per calendar year; not cumulative.

Inherent and desirable criteria

Essential	Fit & proper: Clear APRA, ASIC and criminal history checks
	General: Presence on site during business hours. Ability to carry up to 5kg over short distances using manual handling aids.
	Qualifications & Experience: Tertiary qualification in Human Resources. Demonstrated experience as a HR & Training Officer or similar role, with a solid understanding of HR principles, practices and employment laws. Relevant certification in training and development (or willingness to obtain).
	Skills: <ul style="list-style-type: none">• Exceptional interpersonal, presentation and facilitation skills, with the ability to build relationships and engage employees at all levels• Ability to collaborate effectively with cross-functional teams and build relationships at all levels of the organisation• Excellent written and verbal communication skills, with the ability to create clear and concise training materials• Energetic, positive, determined, and highly capable disposition• Strong organisational and project management skills, with the ability to handle multiple priorities and deadlines• Ability to create and tailor group and individual training plans with consideration for multimodal learning styles• Ability to observe confidentiality practices within the workplace, and maintain sensitive information• Demonstrated problem-solving and conflict resolution abilities

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	<ul style="list-style-type: none">Ability to work independently as well as collaboratively within a team
	Attributes: Professional appearance. Attention to detail. Positive work ethic and demonstrated experience of interacting with team members to achieve strategic objectives. Commitment to completing training requirements.
Desirable	Experience working in a financial institution. Certification in WHS.

Effective: 27 March 2025

I have read this Position Description. I agree to comply with its provisions. I am of good fame and character. I am a fit and proper person to carry out my obligations in an honest and fair manner. I am not an undischarged bankrupt. I undertake to advise NICU of any matters which may lead to a conflict of interest arising from my continued appointment. I acknowledge my continued appointment is subject to fit and proper checks, verification of my qualifications, and independent reference checks.

Name: Signature: Date: