



## Job Description Form

### Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

**Position Title**

L&OD Support Officer

**Level**

1

**Position Number**

34606, 35245

**Division/Directorate**

People and Organisational Development

**Branch/Section**

Learning & Organisational Development

**Effective Date**

September 2018

**Health Task Risk Assessment Category**

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### Reporting relationships

Superordinate: Coordinator L&OD Operations, Level 5

Subordinates: No Direct Reports

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### Key role of this position

Provides a customer focused administrative service to ensure the efficient and effective functioning of the Learning and Organisational Development Branch.

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### Core duties and responsibilities

- Provides a professional customer service and ensures customer enquiries are dealt with effectively.
- Assists in maintaining and retrieving Learning & Organisational Development records and documentation.
- Undertakes research tasks as required.
- Undertakes some training course administration including online courses, using Learning & Organisational Development's processes and systems, and filing.
- Maintains stationery and office supplies.
- Identifies and implements process improvements within the scope of the position's responsibilities.
- Ensures administrative processes are followed in order to maintain a professional standard of the training function and training facilities.
- Other duties as directed.

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**Essential Work Related Requirements****1. Job Specific**

- Experience in providing administrative support in a learning and development environment, including dealing with customer enquiries and management of records.

**2. Communication and Interpersonal**

- Well developed written, verbal and interpersonal skills, and ability to work effectively both autonomously and in a team environment.

**3. Conceptual, Analytical and Problem Solving**

- Sound analytical and problem solving skills.
- Ability to ensure accuracy in following processes and as well as identify opportunities for process improvements.

**4. Organisational**

- Sound planning and organisational skills including the ability to prioritise tasks, cope with competing demands and meet deadlines.

**5. Computer Literacy**

- Ability to use the MS Office suite including Outlook, Word, spreadsheets and relevant database applications.

**Special Appointment Requirements**

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, 3 months or less from the date of application for the position.
- Ability to work early mornings and late evenings as required to assist with the facilitation of training courses.

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**Certification**

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

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**Managing Director / Executive Director / General Manager**

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**Signature**

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**Date**

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**Employee**

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....  
**Signature**

.....  
**Date**

