

Role Description



Government
of South Australia

SA Housing Trust

Role title	Training Officer		
Directorate	People and Strategy		
Business unit	Project Delivery and Enterprise Services, Digital and Business Services		
Reports to	Team Leader, Training	Classification	ASO5

Role Summary

The Training Officer is accountable for developing, delivering, reviewing and evaluating learning and development programs and resources for the **Project Delivery and Enterprise** within the People and Strategy Directorate.

This role will provide job specific learning and development programs, prepare training and education materials.

The role will also contribute to the designing, consulting, implementing, and evaluating for learning and development projects within timeframes and allocated budget. Contributing to the development of the online education tool. Modelling the behaviours aligned with the service values of SA Housing Trust.

Our Organisation

We are a modern, professional, effective, and high performing organisation that is a leader in customer service, innovation and partnerships within the housing, finance and services sectors.

We have dedicated staff who are proud of the difference our organisation makes and passionate about improving housing opportunities and outcomes, through several metropolitan and country locations around South Australia.

Our employment practices value diversity and inclusion and we welcome employees with a mix of background, characteristics, experiences, professional skills and perspectives.

Our Division

The People and Strategy Directorate is responsible for defining the long-term strategy for the SA Housing Trust. Strategic planning will be informed utilising multiple appropriate data sets to identify and close gaps within the housing system.

The Directorate supports the Trust to transform to the future desired state through the creation of appropriate business plans, systems and enabling ICT infrastructure and progress reporting. To drive strategic change, the Directorate has key responsibility for business analytics, system strategy, critical project management, change management, communications and people plans.

Recognising our greatest assets are our people, the Directorate will work collectively to integrate actions and activities to enabling a culture of excellence by leading strategies for organisational design, staff engagement, performance, development, well-being and safety.

Primary outcomes and responsibilities

Contribute to the development and delivery of contemporary learning and development programs that support the implementation of projects utilising a variety of training methods such as on-line courses, demonstration videos, face to face sessions, webinars.

Develop learning programs that meet identified workplace learning needs including the development, review and evaluation of training and learning resources e.g. user training tools, resources and user manuals.

Provide high quality, comprehensive and relative training sessions including linkages between system, policy and practice.

Undertake and coordinate the development of communications materials for stakeholders to support the implementation of projects and initiatives including preparing presentations, user documentation, reports, and written materials fit for purpose and audience.

Incorporate contemporary learning methodologies, blended learning principles and new technologies into training materials.

Contribute to developing, delivering, assessing, reviewing and evaluating learning and development programs and resources for the business transformation program.

Delivering job specific learning and development programs utilising adult learning principles.

Mentoring, coaching and training staff to facilitate workplace learning activities.

Ensure all end users are able to use the system in their roles and understand the end-to-end business processes, policy and practice.

Develop and maintain effective relationships with internal and external stakeholders.

Liaise with other SA Housing Trust divisions, Digital Business Services, and non-government stakeholders to maintain an effective interface between training development and delivery.

Participate in the development and implementation of post training reviews.

Contribute to the establishment of processes to gather feedback from staff to review and evaluate ongoing improvement.

Utilise a variety of information sources to gain insight to understand staff enquiries and devise practical solutions.

Undertake the preparation, set up and review of data held in the Connect training environment and other SA Housing Trust applications to develop training scenarios.

Maintain content developed as part of the delivery of training including the currency of information by coordinating with other workgroups to ensure up to date resources.

Coordinate the end-to-end administrative details for learning activities including training records, identifying participants, invitations, course materials/equipment and venues.

Interact with the Learning Management System, Intranet, and other learning technology resources efficiently and adapt to changes in technology and/or systems.

Corporate responsibilities

Support and advocate Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.

Model ethical behaviour and practises consistent with SA Government Code of Ethics for Public Sector Employees.

Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).

Understand and follow safe work practices, identify and report all hazards, take reasonable care of own safety and that of others and contribute to safety and wellbeing improvement.

As a White Ribbon Accredited workplace, SA Housing Trust has a zero tolerance towards violence in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Housing Trust regarding acceptable workplace behaviour.

A genuine commitment to Reconciliation and achieving the actions set out in our Reconciliation Action Plan and to creating an environment that is inclusive, respectful, free from racism and culturally safe.

Special conditions

Successful applicant will be required to satisfactorily complete a National Police Clearance prior to being employed.

The successful applicant may be required to hold a current Australian issued Drivers Licence, which must be maintained.

Some intrastate travel will be required necessitating overnight absences.

Out of hours work may be required.

Working relationships

Team Leader, Training (direct manager)

Manager Change and Support

Senior Manager Project Delivery and Enterprise Services

Project Delivery and Enterprise Services Business Analysts and Project Managers

Digital and Business Services Teams

Operations Support team

SA Housing Trust staff

Selection criteria (knowledge, skills, aptitude and experience)

Understand, develop and apply adult learning principles and methodologies, competently conduct a broad range of learning and development initiatives, use of facilitation and assessment methodologies appropriate to learners and competently coach peers and other employees to assist in their development.

Interact with the Learning Management System and online learning systems, Intranet and other learning technology resources efficiently and adapt to changes in technology and/or systems.

Base decisions on evidence, encourage others in the decision-making process to contribute where appropriate, follow through with implementation and monitor outcomes.

Take prompt action to solve problems, act decisively on own judgement and look to go beyond job requirements to achieve objectives.

Effective written and verbal communication and interpersonal skills including sound experience in stakeholder engagement, particularly with people from diverse professional backgrounds across the implementation of projects, strategies and initiatives.

Qualifications	Essential or desirable
Certificate IV in Training and Assessment	Desirable

South Australian Public Sector Values

<p>Service </p> <p>We proudly serve the community and Government of South Australia</p>	<p>Professionalism </p> <p>We strive for excellence</p>	<p>Trust </p> <p>We have confidence in the ability of others</p>	<p>Respect </p> <p>We value every individual</p>
<p>Sustainability </p> <p>We work to get the best results for the current and future generation of South Australians</p>	<p>Collaboration & Engagement </p> <p>We create solutions together</p>	<p>Honest & Integrity </p> <p>We act truthfully, consistently and fairly</p>	<p>Courage & Tenacity </p> <p>We never give up</p>

Approved date	N Tuffnell, 2 June 2026
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