

## Human Resources Division

### Corporate Trainer

**Position:** Permanent, full time  
**Contract/Grade:** Grade 6 \$48, 097 - \$56, 585



### INTRODUCTION

Christchurch Polytechnic Institute of Technology (CPIT) is the largest South Island ITP (Institute of Technology and Polytechnic). The institute has two centrally located large campuses in Christchurch and a number of smaller learning centres around Christchurch. Emphasis is on applied learning where theoretical education is combined with a hands-on approach. CPIT prides itself on the emphasis it places on excellence - such as the increasing number of teaching awards it attracts and its achievement of high levels of recognition in educational audits - and on the many diverse and dynamic partnerships it has with industry, the community and a wide range of interest groups in the city.

CPIT welcomes approximately 25,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi (CPIT) also provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

Over 1,500 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients.

A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

### DIVISION INTRODUCTION

The Human Resources Division has 14 permanent staff including this position and comprises advisory services, administration, payroll, HRIS and staff development functions. The mission of our Division is to reflect best practice human resource management at CPIT. Our strategic goals are to:

- develop, implement and maintain HR management processes and systems that support the strategic direction of CPIT
- partner with and provide consultancy, advice and support services to Faculties and Divisions to enable them to achieve their objectives within organisationally appropriate human resource management practices
- foster the philosophy of a learning organisation and promote development and learning for staff
- develop, implement and maintain HR Division systems and processes that enable efficient delivery of HR management services.

The training and development function is a key component of the HR strategy enabling staff to learn and grow in their roles and enhancing the use of systems and processes core to CPIT's deliverables.

### PRIME FUNCTIONS OF THE JOB

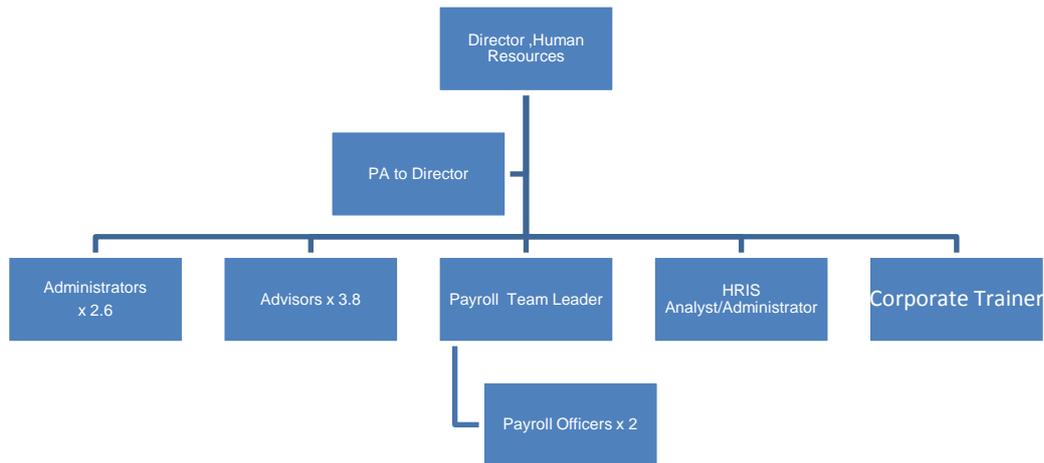
This role reports to the Director, Human Resources and is required to create, maintain and deliver process and business centric documentation and resource materials to support CPIT staff in using corporate systems. The role requires the incumbent to:

- Gain a broad and deep understanding of CPIT's business, its core processes, rules and information systems in order to assist managers and staff in their utilisation of the business information systems.
- Develop and provide core corporate training and development programmes which align with CPIT achieving its strategic priorities, connecting the right people and tools at the right time to ensure that institutional and individual needs are prioritised and appropriately met,
- Ensure an accurate recording system is developed and utilised to enable CPIT to understand the true costs and benefits of providing training and professional development.

### DELEGATED AUTHORITY AND RESPONSIBILITIES

**Financial:** None  
**Human Resources:** in accordance with the HR Delegations Schedule  
**Other:** None

## HR DIVISION STRUCTURE



## PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<p><b>Education/Qualifications:</b></p> <ul style="list-style-type: none"> <li>Relevant tertiary qualification to at least Level 6 (Diploma)</li> </ul>	<ul style="list-style-type: none"> <li>Preference given to qualifications in IT/Training/Teaching</li> </ul>
<p><b>Experience/Skills/Knowledge</b></p> <ul style="list-style-type: none"> <li>Proven experience in the preparation and delivery of high quality training materials</li> <li>Ability to quickly learn new systems</li> <li>Ability to add value to documentation and training materials through deep understanding of underlying business context, processes and rules</li> <li>Extensive experience and expertise in using technology tools to produce accurate and visually appealing training documentation and resources materials</li> <li>Experience in supporting cross-functional teams in the delivery of new systems and processes Proven successful delivery of training in both a group and one on one situation</li> <li>Experience in the measurement of learning transference in the workplace</li> <li>Problem solving and troubleshooting skills, the ability to handle problems logically</li> <li>Proven ability to understand training needs and to translate these into pragmatic training solutions</li> <li>Ability to translate technical information into easily digestible information</li> <li>Familiar with continuous improvement methodologies and their applications</li> <li>Experience in developing and delivering on comprehensive training schedules to meet organisational and individual needs</li> <li>Proven customer service skills and commitment to quality service</li> <li>Excellent oral and written communication skills</li> <li>Confident and engaging presentation skills</li> <li>Patient and empathetic approach to training users</li> <li>Expert user in the Microsoft Office suite including Visio</li> <li>Demonstrated ability to utilize web tools in training delivery</li> </ul>	<ul style="list-style-type: none"> <li>Experience in the tertiary sector</li> <li>Experience in using SMART Board technology</li> <li>Experience supporting teams through transition to new systems</li> </ul>

<ul style="list-style-type: none"> <li>Established relationships in the local training and development industry</li> </ul>	
<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>Able to learn quickly and easily</li> <li>Relates well with people at all levels and from a wide range of backgrounds</li> <li>Superb relationship building skills</li> <li>Collaborative, co-operative and likes working in a team</li> <li>Great listener</li> <li>Very adaptable</li> <li>Quick thinking</li> <li>Planning and self management ability to cope with competing demands and able to prioritise effectively</li> <li>Flexible, positive and receptive to change.</li> </ul>	

<b>KEY FUNCTIONAL RELATIONSHIPS</b>	
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>HR staff</li> <li>Business process owners</li> <li>Information Systems team</li> <li>Academic Division Professional Development team</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>Training Providers</li> </ul>

<b>Key Tasks</b>	<b>Expected Results</b>
<ul style="list-style-type: none"> <li>Perform organization wide training needs analysis (relevant to corporate systems) from which a schedule of required documentation and training materials is to be developed.</li> </ul>	<ul style="list-style-type: none"> <li>A schedule for the development and maintenance of documentation and training materials</li> </ul>
<ul style="list-style-type: none"> <li>Develop training packages appropriate to group and skill level of users</li> <li>Develop tools that will enable users to increase familiarity and expertise to the level required</li> <li>Where appropriate deliver training</li> </ul>	<ul style="list-style-type: none"> <li>Training subjects transfer to the work environment the learnings from the training received</li> <li>Little or no further training reinforcement directly from the trainer</li> <li>System(s) capability fully utilized by expert users</li> <li>Development and delivery of wide range of training solutions one to one, group, coaching, self directed etc.</li> </ul>
<ul style="list-style-type: none"> <li>Produce and maintain user documentation and training materials for CPIT's business processes that includes detailed process descriptions, business rules and instruction on how to action tasks using CPIT's business information systems</li> <li>Collaborate with business owners, system users, key stakeholders and business analysts to assist in identifying and recording business processes and rules</li> <li>Build business processes and rules into documentation and training materials</li> <li>Publish documentation to web environment and build a Knowledge Base of training materials</li> <li>Provide instruction and supporting resources to users on how to access and use documentation</li> <li>Provide feedback to business owners and the IS development team on the user experience and</li> </ul>	<ul style="list-style-type: none"> <li>Documentation available to all users</li> <li>Documentation reviewed and updated within the framework of a formal review process and timetable</li> <li>On-line Training is delivered in the context of the user's role</li> <li>Users receive consistent training in business rules</li> <li>Staff are aware of the importance of accuracy following correct procedure and complying with business rules to ensure data integrity is maintained</li> <li>Experience gained in role contributes to continuous improvement across CPIT</li> <li>Information Systems experience continuous improvement</li> <li>Staff productivity and satisfaction with systems is improved.</li> <li>Development of expert users to ensure local expertise is accessible for immediate problem resolution and to</li> </ul>

effectiveness of the Information Systems	minimise escalation of issues
<ul style="list-style-type: none"> <li>Provide the tools for line managers to effectively undertake training needs analysis when staff join their area or responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Training needs analysis is effective so that all staff receive consistent, structured training in the tasks associated with their role in priority and timely order.</li> </ul>
<ul style="list-style-type: none"> <li>Identify training requirements to maximise the efficiency and effectiveness of staff using corporate information systems that promotes process and business rule compliance</li> </ul>	<ul style="list-style-type: none"> <li>Users receive training support and guidance on an ongoing basis that supports compliance with process and business rules</li> <li>Data integrity is maximised</li> </ul>
<ul style="list-style-type: none"> <li>Assess the effectiveness of documentation and training materials by testing users' understanding, peer review and retention of training content</li> </ul>	<ul style="list-style-type: none"> <li>Users demonstrate their understanding of the training</li> <li>Additional training needs are identified</li> </ul>
<ul style="list-style-type: none"> <li>Support line managers in ensuring correct use of corporate information systems and associated business processes by ensuring that control and escalation processes are developed and applied to achieve those outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Data integrity is maximised</li> <li>Incorrect use of systems and processes is proactively addressed</li> <li>Managers understand and use data correctly and subsequently make better decisions</li> </ul>
<ul style="list-style-type: none"> <li>Job specific learning programmes are developed to identify short and long term professional development requirements to be met</li> </ul>	<ul style="list-style-type: none"> <li>Job training needs are identified for individuals as part of the selection process</li> <li>Materials are readily available to support the employee in gaining the identified knowledge and skills to succeed quickly so that the level of productivity and value add to the organisation occurs as quickly as possible</li> </ul>
<ul style="list-style-type: none"> <li>Provide user support by answering training queries and/or escalating through to expert personnel for resolution</li> </ul>	<ul style="list-style-type: none"> <li>User queries are answered promptly.</li> <li>Appropriate support and resolution of problems are provided within agreed timeframes.</li> <li>Complex queries are escalated to qualified personnel</li> <li>A close working relationship is established and maintained with other team members to deliver a smooth and efficient training support to the business</li> </ul>
<ul style="list-style-type: none"> <li>Participate in institutional wide projects as required</li> </ul>	<ul style="list-style-type: none"> <li>Delivery and implementation of specific project outcomes</li> </ul>
<ul style="list-style-type: none"> <li>Assist the Director HR or delegate in developing the institution's corporate training and development programme to ensure a sustainable and successful investment in staff development</li> <li>In conjunction with the appropriate systems development expert develop a database to record training and development investment through a range of datasets and provide reports as required</li> </ul>	<ul style="list-style-type: none"> <li>Return on investment is measurable, and proved to enhance the institution's capability, capacity and productivity through system, process and/or quality improvements.</li> <li>Succession planning and career development information is accessible and able to be linked to the organisation's training and development programme</li> <li>Managers are able to access information on their staff's past training and development experiences and therefore to make well informed decisions on future training and development investments in the current and projected business context</li> </ul>

#### NOTES:

All staff are required to commit to CPIT's staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalization, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.

All of the information provided above is intended to describe the **general nature** and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other duties as assigned by the HR Director or delegate.

## FOR YOUR INFORMATION

### 1. Staff Appraisal

CPIT has in place a negotiated system of staff appraisal in relation to job performance, safe work practices, and the criteria outlined in the CPIT Employee Profile.

### 2. Professional Development

CPIT is a learning organisation where professional development is supported. Staff are asked to develop a professional development plan with their Manager and time is provided to achieve the plan.

### 3. CPIT Profile

For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.

### 4. Health and Safety

Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for short listing but we do expect you to discuss your needs as part of the interview process or when accepting an offer of employment where this is relevant. Confidentiality is assured and applicants will not be differentiated on the basis of disabilities or health requirements unless these tender applicants are unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions. Eg a hearing test for those involved in engineering workshops.

### 5. Employment Terms and Conditions

Appointment is within the terms of employment law and the TIASA Collective Employment Agreement. For the first 30 days of employment CPIT is legally required to employ staff on the terms and conditions of the TIASA Collective Agreement which covers the position offered. If the staff member joins the TIASA union the terms of the collective document continue to apply; should he/she decide not to join the union, the staff member remains on an individual agreement and we may mutually agree to terms after the 30-day period expires.

CPIT's Allied Staff Collective Employment Agreement (01 April 2007 — 31 March 2009) will be offered in the List instance. A job evaluation system is used to determine the grade and therefore the salary range for this position. It is usual to appoint at the lower end of the appointment range specified in the position description.

### 6. Equal Opportunities Employer

CPIT is committed to equality and diversity and makes a determined effort to develop an inclusive environment to achieve a balanced gender representation and increase the number of Maori and other under represented groups on staff. We are an active provider of opportunities for differently abled people and recognise that all staff, are not only our employees, but have multi faceted lives that from time to time may require flexibility from CPIT to assist in meeting their other commitments.

## APPLICATION DETAILS

Applications for appointment are accepted through our online recruitment system.

**Applications close  
Friday 12 March 2010**

*The standard application form provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. Personal applications set out in the applicant's own style including a curriculum vitae and particular references to the job description and personal profile are welcomed. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.*