Position Description

Training and Development Lead

Date	August 2025
Purpose of position	To effectively lead Port Otago's training and development function and team.
Reports to	Head of People
Key Relationships	• Leadership Team • Worksite Managers/Supervisors • People Team • Safety Team • Team Trainers/Assessors • Workforce Planners • External training providers • Private Training Establishments or Polytechnics • Equipment, service, or software vendors (For the development of training and assessment packages if required) • Absorb Learning

Qualifications and Requirements	• Track record in leading training for a mid-size business, ideally in a heavy equipment, high risk or logistics industry.
	• Experience implementing effective training and development frameworks.
	• Proven leadership, coaching and mentoring skills.
	• Strong interpersonal skills including the ability to constructively influence other leaders/managers.
	• Strong computer skills, and a super user of Learning Management Systems
	• Technical skills, and the ability to lead direct reports, in the use of:
	   - design software such as the Adobe creative suite, and
	   - with the Articulate suite of eLearning design software (or similar)
	• Great organisational skills with well-developed oral and communication skills.
	• Experience developing training materials and assessment tools
	• Proven experience with facilitating adult learning and an understanding of adult learning principles
	• Experience leading training for specific workgroups
	• Project management skills such as ability to effectively plan, execute, and monitor initiatives success.

Direct Reports	• Training & Development Specialists

Core Responsibilities

Health & Safety	• Develops a culture of transparency and accountability on health and safety matters for the team
	• Leads by example on the priority of health and safety and ensures direct reports do same
	• Takes responsibility for own and others safety.
	• Follows safety guidelines and procedures.
	• Reports and escalates Health and Safety issues appropriately
	• Reports all incidents, accident and near misses accurately and in a timely fashion.
	• Participates in inductions, on-going training programmes and safety drills and briefings.
	• Ensures strict adherence to safety standards, statutory and legislative requirements, and Port Otago policies and procedures.
	• Complies with work area PPE requirements.
	• Actively participates in Hazard Register reviews and updates and identifies and documents new hazards.
	• Responsible for ensuring a safe workplace and adherence to good housekeeping practices.
	• Attendance and involvement at relevant Health and Safety meetings.
	• Supports safe behaviours through the Port Otago random drug and alcohol process.
Team Leadership	• Provide effective leadership, coaching and support to direct reports so that they succeed in their roles.
	• Leads by example on the priority of H&S and ensures direct reports do the same.
	• Develop open, honest, and respectful working relationships with all team members and members of the wider management group.
	• Develop clear communication paths including – structured team meetings.
	• Undertakes strong day-to-day mentorship of direct reports and steps directly in to solve problems when required.
	• Ensures the quality training and development of direct reports.
	• Acts as a leader of example fostering a culture of increased accountability and succession planning.
	• Role models transparency, accountability, innovation, and future thinking.
	• Establishes regular communication rhythms that works for the 24/7 nature of the Port Operations so that team members are well informed - in a timely way.
Training & Development Framework	• Work with the T&D Team and leaders to implement and embed the Training & Development Framework.
	• Establish processes which ensure Team Trainers and Team Assessors across Port receive regular development/mentorship.

	• Provide quality assurance of training and assessment delivery across Port by producing relevant metrics to the Leadership Team and Board. • Oversee Port Otago's Training & Development budget.
Training & Development Coordination	• Maintain, review, and update the Training Needs Analyses for allocated work group. • Conduct gap analyses and task analyses with Team Supervisors as required to determine new training needs. • Use the Learning Management System to collate data and produce reports to meet the oversight and reporting requirements of frontline leaders and managers. • Work with Team Supervisors to map future skills gaps and build succession plans. • Advise and support Team Supervisors to establish and follow six monthly skills development plans for each team member. • Be responsible for collating individual skills development plans and succession planning targets into annual training plans. • Meet regularly with Workforce Planning to confirm training plans. • Mentor and develop Team Trainers and Team Assessors in all matters related to training and assessment best practice. • Provide quality assurance of training and assessment delivery. • Support users who may have issues with literacy and numeracy to access training and assessment materials. • Support apprentices and cadets where applicable and appropriate.

Learning Management System (LMS)	• Maintain effective relationships with Absorb to ensure that Port Otago is making the most of its contract and is also front of mind with future systems enhancements.
	• Conduct an annual review of Absorb enhancements to ensure that Port remains up to date with developments and maintains currency with the system.
	• Act as a super user of LMS to ensure appropriate support can be provided to direct reports in the systems use, including:
	  - Routine data integrity tests (Report and Audit)
	  - Troubleshooting and escalating issues with user experience and or recordkeeping and reporting functions
	  - Manual entry of data where automation is not possible
	  - Building courses, curricula, observation checklists and skills bundles
	  - Building, testing, and maintaining team analytics dashboards
	  - Setting up bespoke alerts and scheduled reports for supervisors, managers and administrators as required
	  - Enrol learners in required courses
	  - Establish and communicate future sessions for upcoming Instructor Led Courses
	  - Provide one to one and group training sessions on using the various applications of the LMS

	- Respond to direct queries from leaders regarding the status of training and assessment for individuals or teams - Monitor the Port Otago Learning mailbox and respond to issues and enquiries
Instructional Design	• Consult with Subject Matter Experts to develop training curricula for identified skills gaps • Determine the most appropriate delivery methods for training • Utilise adult learning principles in the design of training delivery • Identify natural assessment points for each training package that align with the Competency Levels outlined in Port Otago's Training and Development Framework and build appropriate assessment tools that adhere to the rules of evidence within the Training and Development Framework document • Utilise the Articulate suite of software to create eLearning modules to meet training needs • Develop Instructor Led Course materials that may be delivered in a classroom or via the Teams application as required
Training and Assessment Delivery	• Facilitate Instructor Led sessions as required • Facilitate Team Trainer and Team Assessor Development workshops • Schedule external and internal training sessions, in consultation with the wider Training and Development team to optimize course utilisation. • Communicate and launch new LMS based courses as required • Conduct formal competency assessments as required
Personal development	• Actively participate in Connect Conversations to identify goals, actions and timelines. • Take responsibility for developing own personal plan in conjunction with your manager through Connect Conversations.
Team Contribution	• Develop open, honest and respectful working relationships with all team members and members of the wider management group. • Promote a cohesive and inclusive team culture with colleagues. • Actively promote company policies of health and safety, quality and environment. • Actively listen to other people's ideas and contribute positively to team activities. • Actively support the Port Otago Values through behaviour & leadership • Build networks and positive lines of communication with Subject Matter Experts, Leaders and Training and Development service users across the business

Key Performance Measures

Health & Safety	• Follow safe work practices and be a role model to others. • All incidents and accidents are reported promptly and accurately.

	• All hazards identified are reported immediately. • Ensure any visitors or contractors have completed the online Health and Safety Induction and wear appropriate PPE. • Compliance with all PPE requirements and planned risk controls – JSA etc
Leadership	• Team members have clear work plans in place and are supported to deliver to those • Connect conversations happening regularly • Team communication happening at regular intervals
Delivery	• Training and Development strategy and framework implemented and being adhered to • Continual improvement in quantity and quality of training plans delivered across Port Otago teams • LMS updated with new system releases and fit for purpose for Port requirements • High degree of accuracy with data management in the LMS
Customer Service	• Meets the agreed training and assessment objectives for team leaders on time and to specification • Communicates with stakeholders clearly and manages expectations in a positive and professional way
Teamwork	• Full participation in all tasks and activities in a professional, positive, and constructive manner. • Demonstrate open, honest, and respectful working relationships with all team members and other staff.