

Position Description

Position title:	Technical Trainer
Reports to:	Technical Training Lead
Business unit:	People, Culture & Legal
Employment category:	Contract (Employment Agreement)

About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.9 million Victorian customers. We use our network of poles, wires and infrastructure to bring power to homes and businesses across almost 65% of Victoria — that's more than 120,000 kilometres of wires and 850,000 poles.

But we do so much more than manage poles and wires. We're also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it. That's where you come in.

About the People, Culture & Legal team you'll be part of

People, Culture & Legal support the wider business by providing practical, value-add advice and services to the business, supporting the achievement of our strategic objectives, and ensuring that the business is embracing and living our organisational values. Key responsibilities lay in areas of health, safety and sustainability, human resources, organisational capability development, remuneration and benefits, company secretary and legal services.

Our core values



Live safely



**Improve our
business**



**Be customer and
community minded**



**Be the best
you can be**



**Succeed
together**

Purpose of the position

The Technical Trainer role is responsible for the development, implementation, and delivery of Technical Training programs across CitiPower / Powercor and externally supporting the industry providers. This includes the development, updating, coordination and implementing of Technical Training programs to CitiPower / Powercor, UE & Beon business units.

The role provides support to Technical Training Coordinators for training coordination, delivery, administration and records management to ensure compliance. The role will also assist the business in areas such as - Works Practice in their associated audit programs, maintenance of works practice manuals and updating of procedures.

Projects are required to be managed to meet timeline and quality expectations of the relevant stakeholder(s).

Your key responsibilities

Technical training

- Plan, deliver and assess training courses and programs.
- Technical Training Lead on programs and projects to ensure compliance.
- Develop and manage projects and the associated budgets aligned with the required delivery milestones.
- Implementation of AR / VR training programs to business and contractors along with training providers

Project coordination and management

- Design learning resources to agreed timelines and quality expectations of stakeholders.
- Lead project delivery and provide advice and learning expertise regarding the design, development, and implementation of learning resources to meet identified needs.
- Undertake stakeholder management across multiple business units and sites.

Learning programs

- Develop framework and scripts for learning resources.
- Develop and embed functional and high-quality learning resources.
- Provide ongoing coaching and advice in the effective use of learning resources to support the achievement of learning outcomes.
- Offer strategic advice on new and emerging technologies to ensure learning resources remain 'best in class'.
- Apply best practice adult learning design principles to ensure high quality learning experiences.
- Build learning programs and update learning materials.

Industry representation

- Undertake participation in business related industry forums and working groups aligned to Technical Training (i.e.; VESI, ESI Worker etc)
- Represent the business and associated industry groups as the representative on the Technical Advisory Committee for industry training packages.

Works practices support

- Undertake scheduled audit programs related to Technical Training and Works Practices streams.
- Support the maintenance of works practice manuals and updating of the associated procedures.

What you'll bring to the business

Education / Qualifications:

- Trade qualified (Mandatory): Certificate III in ESI – Distribution Overhead or Previous Equivalent
- Cert IV in Training & Assessment

Knowledge:

- Competent in Microsoft Office suite, 365 applications

Experience:

- Proven experience working in technical training and/or education (TAFE/RTO preferred)
- Significant experience working within the electricity industry
- Project Management experience

The skills and competencies you'll have

'Thought' competencies

1. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders
2. Customer focus: Building strong customer relationships and delivering customer-centric solutions
3. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate

'Result' competencies

1. Ensures accountability: Holding self and others accountable to meet commitments
2. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
3. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm

'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
3. Develops talent: Developing people to meet both their career goals and the organisation's goals

'Self' competencies

1. Being resilient: Rebounding from setbacks and adversity when facing difficult situations
2. Courage: Stepping up to address difficult issues, saying what needs to be said
3. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity

Other relevant information

- Maintenance of applicable VESI & Business training to be compliant for the role
- A pre-employment medical / physical assessment may be required
- Frequent travel to other work locations / sites
- Direct reports - FTE direct reports: nil Contractor direct reports: nil
- Budget: OPEX nil, CAPEX nil