

Position/s Description

ERP Training Lead (POS2842)

Directorate Department	Corporate Services Information Technology
Reports to	Coordinator IT Strategy and Architecture
Number of Direct Reports	0
Position Grade	13
Employment Type	Temporary
Primary Location	Civic Place
Date Approved	August 2026

Our Culture

We believe in the future of Liverpool.

We're a connected team with a shared purpose, determined to get the best results on the things that matter most for our community and people. We live our culture with a mindset of "A better way – every day."

**WORKING
TOGETHER**



**COMMUNITY
FOCUS**



ACCOUNTABILITY



**GROWTH &
DEVELOPMENT**



INNOVATION



Intent and Primary Purpose of the Position/s

As the ERP Training Lead, you will be responsible for planning, developing, coordinating, and delivering organisation-wide training programs to support the successful implementation and ongoing adoption of the Council's Enterprise Resource Planning (ERP) platform and associated digital technologies.

Working closely with project teams, business stakeholders, subject matter experts, and change management leads, this role ensures employees have the knowledge, confidence, and capability to effectively use new systems, processes, and digital tools. The IT Training Lead plays a critical role in driving user adoption, improving digital literacy, and supporting organisational change through high-quality learning experiences delivered across multiple channels.

Position Outcomes and Accountabilities	
Outcomes Delivered	Performance Standard
Develop, maintain, and manage the ERP Training Strategy, Training Plan, training schedule, and associated training artefacts.	• Training Strategy, Training Plan, schedules, and supporting artefacts are developed, maintained, approved, and delivered within agreed project timeframes. • Training activities align with project objectives, implementation milestones, and organisational learning requirements. • Training documentation is complete, accurate, current, and compliant with project governance standards.
Coordinate and deliver training programs through face-to-face and virtual sessions and develop training materials across multiple delivery methods, including user guides, quick reference guides, videos, and knowledge articles.	• Training programs are delivered in accordance with approved schedules and meet agreed quality standards. • Training materials are accurate, user-focused, accessible, and tailored to the needs of target audiences. • Training delivery achieves high levels of participant engagement and knowledge transfer. • Participant feedback is collected, evaluated, and used to continuously improve learning outcomes.
Assist and maintain future-state business process documentation, work instructions, and standard operating procedures to support operational readiness.	• Business process documentation, work instructions, and standard operating procedures are maintained and aligned to approved future-state processes. • Documentation supports operational readiness and provides clear guidance for end users. • Updates are completed promptly and reflect system, process, or policy changes.
Establish, maintain, and govern the organisational training library, ensuring learning materials remain current, accessible, and aligned with approved business processes.	• Training resources are stored in a central, accessible, and appropriately governed repository. • Learning materials are regularly reviewed and updated to maintain relevance and accuracy. • Version control and document governance requirements are consistently applied. • Employees can readily access required learning resources when needed.

Position Outcomes and Accountabilities	
Outcomes Delivered	Performance Standard
Support communication, organisational change management, business readiness, and user adoption activities throughout the ERP implementation.	• Training activities are integrated with organisational change and communication plans. • Business readiness activities are supported through effective stakeholder engagement and capability development. • User adoption objectives are actively promoted through targeted learning and support initiatives. • Stakeholder feedback is incorporated into training and adoption strategies where appropriate.
Assist with digital literacy assessments and capability uplift initiatives to improve employee confidence in using enterprise systems and Microsoft productivity tools.	• Digital literacy assessments are conducted in accordance with project or organisational requirements. • Capability uplift initiatives contribute to measurable improvements in employee confidence and system utilisation. • Learning solutions address identified capability gaps and support continuous improvement. • Training outcomes and participation metrics are monitored and reported to relevant stakeholders.
Other duties as directed and authorised by the Project Manager, Program Manager, or Chief Information Officer.	• Additional duties are completed professionally, effectively, and within agreed timeframes. • Work is undertaken in accordance with organisational policies, procedures, and project objectives. • Positive and collaborative working relationships are maintained with stakeholders across the organisation.

Decision Making Authority and Responsibilities	
Decision Making	• Take reasonable care for own health and safety and that of others who may be affected by work activities • Comply with Council's WHS policies, procedures, safe work practices, and lawful directions • Identify, report, and assist in managing hazards, incidents, injuries, and risks in a timely manner • Participate in WHS consultation, training, and continuous improvement activities and support a safe working environment
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Financial Delegation	• As per delegation schedule.

Key Relationships	
Who	Why
Coordinator IT Strategy and Architecture	• To provide direction and priorities on a day to day basis as well as the overall project objectives.
TechOne Project Team	• To collaborate on delivering outcomes for the ERP.

Position Requirements	
Qualifications, Knowledge, Skills and Experience	
Essential:	• Minimum 5 years' experience delivering IT training, learning and development, or organisational capability programs, including experience leading enterprise-wide training initiatives. • Proven experience developing and delivering training programs for ERP implementations, or large-scale digital transformation projects. • Outstanding communication skills, including the ability to develop professional training materials, user documentation, and organisation-wide communications. • Exceptional people and learning delivery skills, presentation skills, with the ability to simplify complex technical concepts for non-technical audiences. • Ability to coordinate multiple training streams while managing competing priorities within a project environment

Desirable (if applicable):

- Certificate IV in Training and Assessment or relevant tertiary qualification in Learning & Development, Education, Information Technology, or a related discipline.
- Experience in government/public sector environments/ Technology One ERP implementation.
- Experience delivering training across using modern Learning and Development collaboration platforms.

Signature

By signing below, I understand the contents and expectations of this position description.

Name

Signature

Date

Capabilities for the position

The capability framework outlines the capabilities needed by everyone to work well and be effective in their position. They are expressed as behaviours to provide clarity and a common language to describing the skills and abilities to perform a position at Council.

Core Capabilities <i>Applicable to all positions</i>	Description
Developing Self	Seeks growth opportunities, embraces feedback, and enhances skills and knowledge.
Being Accountable	Takes ownership of actions, delivers on commitments, and ensures transparency and responsibility.
Acting with Integrity	Behaves ethically, upholds values, and acts in the best interest of the organisation and community.
Communicating Effectively	Expresses ideas clearly, listens actively, and tailors communication to the audience's needs.
Working Collaboratively	Works well with others, builds teamwork, and fosters a supportive environment.
Having Resilience	Bounces back from adversity, maintains positivity, and performs effectively under pressure.
Focus Capabilities <i>Most important to be effective in position</i>	Description
Commercial Nous/Acumen	The ability to apply business insight, strategic thinking, and practical solutions for competitive advantage.
Using Data for Decision Making	Collects, analyses, and interprets data to ensure evidence-based, accurate, and effective decision-making.
Influencing and Negotiating	Communicates persuasively, uses negotiation skills, builds consensus, and resolves conflicts constructively.
Thinking Innovatively and Creatively	Encourages new ideas, fosters innovation, and seeks opportunities for creative problem-solving and improvement.
Building Relationships	Establishes positive relationships, builds trust, and fosters partnerships to achieve common goals.
Delivering Outcomes	Sets ambitious goals, measures progress and adapts strategies to ensure effective achievement of objectives.
Focusing on the Community	Provides high-quality service, seeks feedback, and anticipates community needs.
Using Technology and Building Digital Literacy	Adopts technology, enhances productivity, stays updated on advancements, and promotes digital literacy.
People Management Capabilities <i>Required for leadership positions</i>	Description
Inspiring Direction and Purpose	Provides clear vision, motivates others, aligns team efforts with objectives, encourages and empowers achievement.
Managing People	Guides team members, provides feedback, recognises efforts, develops talent, and fosters an inclusive culture.
Managing Reform and Change	Drives organisational change, aligns with goals, engages stakeholders, monitors progress, and adjusts strategies.
Optimising Outcomes	Analyses processes, identifies improvements, implements strategies for efficiency, and uses data for informed decisions.
Practising Sustainability	Implements sustainable practices, balances economic, social, environmental factors, and advocates long-term sustainability goals.
Valuing Diversity and Inclusion	Promotes an inclusive environment, respects diverse perspectives, and advocates for equity and inclusion.