

SHAPING AN  
AWESOME  
HAMILTON



# DIGITAL TRAINING LEAD

## PEOPLE, PERFORMANCE AND CULTURE

### WHY WE ARE HERE

**To improve the wellbeing of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.**

The following values - kia urutau/adaptability, kia ngaawari/simplicity, kotahitanga/inclusiveness, kaitiakitanga/guardianship, and kia manawanui/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

### WHY THIS ROLE EXISTS

The purpose of the digital training lead role is to ensure that all employees of Hamilton City Council are empowered to use technology effectively in their roles. By delivering targeted training and support, the role uplifts digital capability across the organisation, enabling employees to maximise the value of our technology investments.

This position sits within the Digital Services division of the People, Performance and Culture group. The purpose of this group is to enable Hamilton City Council to become a leading, community-focused council by helping teams prioritise important work, ensuring they have the right systems, processes, and tools, and improving the way they work.

## WHAT YOU WILL DO

**Focus on Digital Enablement:** This role is about helping employees use technology confidently and effectively

**Technical Expertise Required:** This role requires deep knowledge of workplace technology systems, including Microsoft 365, ERP, and regulatory platforms.

**Integral to Digital Outcomes:** Close collaboration within Digital Services (DS) ensures alignment with our technology roadmaps, system updates, and enterprise digital transformation efforts.

**Just-in-Time Training & Support:** This role delivers on-demand, hands-on guidance to help employees navigate technology in real time, and leverages structured, online e-learning available from our internal Learning & Development (L&D) partners.

**Change Management & Adoption:** This role works within DS to drive the successful rollout and adoption of new technologies across the organisation.

**Deliver training** through one-on-one coaching, group sessions, and online learning resources tailored to employee needs.

**Work closely** with business units to identify skill gaps and develop targeted interventions that improve technology adoption.

**Provide expert guidance** on the effective use of Microsoft productivity tools, ERP systems, and regulatory platforms.

**Champion digital adoption** by fostering a culture of continuous learning and technology-enabled efficiency.

**Collaborate with L&D and Change & Corporate Communication** to align digital skills programs with broader workforce capability strategies.

Reports to	Platform Manager Experience
Responsible for (total number of staff)	0
Delegation	\$0.00
Budget	\$0.00

## KEY OUTCOMES

Some of the **key outcomes** for this role include:

- The primary outcome we are seeking from this role is digital enablement, helping employees to use our technology confidently and effectively.
- Increased adoption and optimal use of Microsoft 365 and other enterprise systems.
- A structured, strategic approach to digital capability uplift is embedded within the organisation.
- Business units experience measurable improvements in efficiency and effectiveness through better technology use.
- Successful rollout and adoption of new technologies across our organisation.
- Strong partnerships are developed across Digital Services and L&D to ensure an integrated approach to digital capability uplift.

## HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

## YOUR MINDSET, SKILLS KNOWLEDGE, AND EXPERIENCE

- **Empathetic and user-focused:** you understand that technology is only as effective as the people using it.
- **Strategic and proactive:** you anticipate skill gaps and design forward-thinking programs to address them.
- **Collaborative and influential:** you work across teams, gaining buy-in from stakeholders at all levels.
- **Adaptable and innovative:** you tailor learning approaches to different audiences and evolving technology needs.
- **Technical expertise:** you translate your deep knowledge of workplace technology systems into relevant and effective learning experiences for our staff.

## YOU BRING TO THE ROLE

Essential:

- Proven experience in delivering technology training and capability uplift programs in large, complex organisations.

## Position Title / People, Performance and Culture

- Expertise in Microsoft 365 applications (Teams, SharePoint, OneDrive, Power Platform, etc.).
  - Strong grasp of adult learning principles and pedagogies.
  - Experience with digital adoption strategies, change management, and workforce capability uplift initiatives.
  - Excellent communication skills with the ability to translate technical concepts into practical, user-friendly learning experiences.
  - Demonstrated experience in working collaboratively with internal L&D departments to deliver high-quality e-learning and specialist training programs.
- Highly Desirable:
- Experience working within local government or similar regulatory environments.
  - Familiarity with large ERP and regulatory systems, particularly in a public sector context.
  - Knowledge of e-learning development, teaching pedagogies, and digital learning platforms.

## HEALTH AND SAFETY

- All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing initiatives and programmes as required.

## CIVIL DEFENCE

- Completes Civil Defence training and participates in events as required.

