

LEARNING AND DEVELOPMENT COORDINATOR

(POSITION #01108)

VENUES WEST

AWARD CLASSIFICATION	GOSAC, Level 4	ANZSCO	223111
DIRECTORATE	Business Support Services	BRANCH	People and Culture
LINE MANAGER	Senior People and Culture Consultant	DIRECT REPORTS	N/A
SPECIAL CONDITIONS	N/A		

ABOUT THE DIRECTORATE

Business Support Services' intent is to build organisational capacity through the support and development of VenuesWest's people, systems and processes. In doing this, the Directorate will deliver timely, efficient strategic advice and support services to the organisation in People and Culture; Information and Communication Technology; and Safety and Risk.

ABOUT THE ROLE

The Learning and Development Coordinator provides professional, customer-focussed generalist human resources consultancy and advisory services for VenuesWest. The role has specific responsibilities in the coordination, delivery and evaluation of organisational development projects and initiatives to improve business performance and culture to build a high-performing organization.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

LEARNING AND DEVELOPMENT (L&D) - GENERAL

- Designs, promotes, manages and delivers high quality learning and development programs and workshops to meet identified individual, team and organisational needs.
- Assesses and evaluates the effectiveness of learning and development programs.
- Maintains, communicates and executes the VenuesWest L&D Framework to support the increase of employee and organisational capability.
- Assists the Manager People and Culture in the establishment of the L&D budget and assists with learning initiatives to meet L&D target spend.
- Undertakes comprehensive research and analysis on relevant training courses and development initiatives and makes recommendations to meet organisational requirements.
- Coordinates the annual Performance Development and Planning (PDP) process and undertakes PDP reviews to analyse trends and make recommendations for appropriate learning and development initiatives.
- Liaises with internal and external stakeholders to design, develop and deliver relevant training courses.

LEARNING MANAGEMENT SYSTEM (LMS) AND DIGITAL SYSTEMS

- Provides system support to all users of the LMS

- Administers, maintains and develops content for the LMS.
- Liaises with relevant stakeholders to curate online learning content, including scheduling and coordinating Instructor-Led Training, and publishing to the LMS.
- Supports and facilitates digital systems training.
- Provides user support to employees and People Managers in the LMS.
- Develops reports within the LMS.

ORGANISATIONAL DEVELOPMENT

- Assists the Manager People and Culture with essential role development.
- Maintains and updates the Learning and Development and Capability Frameworks.
- Undertakes Performance Development Plan (PDP) reviews to analyse trends and make recommendations for appropriate learning and development initiatives.
- Provides a consultancy and advisory service to managers and employees on learning and development.

ADVICE AND ADMINISTRATION

- Contributes to the development and maintenance of people and culture policies, procedures, manuals and forms to be available for employee use.
- Reviews reports, contracts and general correspondence prepared by the People and Culture Officer.
- Provides a consultancy and advisory service to managers and employees in the interpretation and application of policies, awards and agreements.
- Prepares and distributes reports on learning and development.
- Assists in the delivery of Workforce and Diversity Plan initiatives.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Other related duties, as directed.
- Undertakes the role of People and Culture panel representative on recruitment processes as required.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Previous relevant demonstrated skills, knowledge and experience in coordinating and delivering learning and development initiatives and training program development.
2. Supports shared purpose and direction by understanding the work environment; Contributes to team planning; Analyses information and identifies risks and uncertainties in procedures and tasks.
3. Monitors own progress against performance expectations; Demonstrates knowledge of new programs, products and services; Works to agreed priorities responding to changes in requirements to ensure results are achieved.
4. Builds and maintains relationships with team members, colleagues and clients; Shares information with and contributes to team discussions; Treats people with courtesy and respect; Responds to diverse experiences seeking input from others and supports a culture of quality customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Maintains effective performance in challenging situations; Takes responsibility for completion of work and seeks self-development opportunities.

- 6. Communicates clearly both orally and in writing, structuring messages clearly and succinctly; Listens to differing ideas and understands issues.

DESIRABLE

- 1. Working knowledge of WA Public Sector policies, processes, legislation, awards and agreements.
- 2. Experience in the use of a computerised Human Resource Management Information System.

QUALIFICATIONS / CERTIFICATIONS

DESIRABLE

- Tertiary qualification in Human Resources, Commerce or Business or significant progress towards attaining a qualification.
- Certificate IV in Training and Assessment.

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Diane Mistic
Director Business
Support Services

<DELEGATE SIGNATURE>

Date JDF Approved

Click or tap to enter a date.