

COORDINATOR, LEARNING & DEVELOPMENT

POSITION DESCRIPTION

Position Title:	Coordinator, Learning & Development
Responsible To:	Manager, People Experience
Council Portfolio	Corporate Services
Council Team:	People
Classification Level:	Salaried, Level 6

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, and statutory requirements and obligations.

Overview of Program

The People program strengthens our organisation's capability to lead and deliver essential services for our community, corporate services for our organisation, and brilliant experiences in our City, by co-creating an environment where our people thrive, live our values, reach their potential, and learn and grow.

Key Relationships / Interactions

Internal	Employees across the People Program Directors, Associate Directors and Managers City of Adelaide (CoA) employees across all Portfolios, and Programs
External	External Service Providers Local Government Professionals SA Other Local Government Councils as appropriate Industry Bodies as appropriate

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Primary Purpose

As part of the People Experience Team the Coordinator, Learning & Development is responsible for developing, coordinating, and evaluating learning and capability initiatives that strengthen workforce capability, engagement, and performance across the City of Adelaide. This includes developing learning resources and employee engagement plans to maximise learning outcomes and maintaining and building relationships with external, suppliers and providers. This role will provide support to our leaders and teams to ensure our people have the skills and resources to be successful in their roles. This role will work collaboratively with the People Experience Team to deliver innovative solutions and support that align to the City of Adelaide's strategic and operational goals.

Responsibilities

The Coordinator, Learning & Development is responsible for;

- Designing, planning and delivering the CoA Induction Program content ensuring a positive employee experience and employee expectations are clearly articulated and are aligned to our strategic and operational goals.
- Developing and delivering the CoA's Learning and Development Plan, in consultation with Subject Matter Experts and informed by people systems and strategies including workforce planning, Performance Development Conversations (PDC), succession planning and CoA's Leadership Capability Framework, to equip employees with the skills they need to effectively perform in their roles.
- Contributing to the design of leadership development programs in line with CoA's Leadership Capability Framework.
- Oversees CoA's Learning Management System (Learn) to deliver a positive user experience, maintain data integrity, and meet organisational reporting requirements.
- Build and maintain collaborative relationships with internal stakeholders to understand learning priorities.
- Supporting the successful delivery of initiatives in the CoA's Culture Survey and Organisational Action Plan.
- Researching and providing solutions and options for new ideas and improvements to systems and processes in relation to learning and development.
- Provide advice and support people leaders and employees on learning and development opportunities.
- Sourcing, engaging and curating specialist providers and partners, including Local Government Professionals, with industry knowledge to co-deliver content where required.
- Building and maintaining relationships with external providers, managing contracts where necessary.
- Ensuring all essential development is delivered and recorded in line with legislation, policy, regulation, and operating procedures.
- Working collaboratively with the Coordinator, Connection to deliver engagement solutions.
- Working closely with the wider People Experience Team and key business stakeholders to design and implement learning and development solutions as required.
- Effectively communicating at all levels to ensure consistency in service delivery and employee and leader needs are addressed as required.
- Evaluating and presenting feedback from learning and development solutions clearly.

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Workplace Health and Safety & Additional Responsibilities

All employees are also responsible for:

- Complying with the Employee Behavioural Standards.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace.
- Ensure safety leadership requirements are met as required.

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Position Criteria

Qualifications	A tertiary qualification in Human Resources or Learning and Development related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
	Current Certificate IV in Training and Assessment and/or Profiling tool accreditation (HBDI) or willing to undertake.	Desirable
Financial Skills & Acumen	Ability to manage approved project and campaign budgets.	Essential
Technical Knowledge & Experience	Significant understanding of the procedures, processes, policies, and legislation required to deliver, record and report on a diverse range of learning and development solutions. Significant experience in successfully developing, co-ordinating, programming and implementing a diverse range of learning and development solutions. Demonstrated experience in researching and analysing best practice, industry trends and providing appropriate recommendations. Proven experience in designing and facilitating various size group workshops, online and face to face, with the ability to engage audiences and deliver innovative learning solutions.	Essential
Project Management	Understanding of a project life cycle, and ability to assist with strategies relating to projects and programs and ability to promote cross functional collaboration. Demonstrated ability to manage time, complex tasks, challenging projects and competing deadlines concurrently.	Essential
Change Management	Demonstrated ability to apply fundamental change management principles to engage key stakeholders and employees by clearly communicating the purpose, benefits, risks and impacts of change.	Essential
Innovation & Initiative	Experience in applying best practice principles to the delivery of learning and engagement initiatives and monitoring and reporting on outcomes. Ability to apply analytical and creative skills to effectively develop and implement essential learning across the organisation. Ability to be adaptable and be flexible and have a commitment to continuous improvement and can review procedures and systems and to recommend changes where appropriate. An innovative and creative thinker with the ability to translate ideas into actions.	Essential
Resource Management & Decision Making	Ability to effectively utilise allocated resources including planning and prioritising own workloads.	Essential

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	Ability to prioritise and be flexible when responding to changing priorities and demands.	
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	Demonstrates a commitment to understanding the needs and priorities of key stakeholders. A commitment to internal and external customers demonstrated through the provision of timely, reliable, and expert advice on matters within area of responsibility. Takes action to meet customer needs; takes ownership, considers how actions or plans will affect customers, responds quickly to meet customer needs, and resolve problems.	Essential
Collaboration & Communication	Ability to build positive relationships and consult, negotiate and communicate with broad range of people, both internal and external to the organisation, including all levels of management, with professionalism and integrity. Possess a broad and active network of contacts within the learning and development and human resource sector. Significant ability to work as part of a team with group processes and to effectively operate independently when necessary.	Essential
Administrative Skills	Demonstrated ability to manage the administrative requirements of multi-faceted culture projects. An understanding of practices, procedures and outcomes required of internal CoA systems. A high level of organisational and time management skills. An awareness of safety and wellbeing issues, standards and actions in the workplace.	Essential
Government Experience	Experience working in a government environment.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

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Our Values



**ACHIEVEMENT**

**COLLABORATION**

**CUSTOMER COMMITMENT**

**INTEGRITY**

**INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

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Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.