



Administration Assistant, Learning & Development POSITION PROFILE

PART A: POSITION DESCRIPTION

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| Position Title: | L&D Administration Assistant | Location: | Frenchs Forest |
| Group: | People | Reports to: | Snr Learning & Development Consultant |

Organisation Purpose

A different brilliant[®] - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

| Vision | Mission | Values |
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| The best opportunities for people on the autism spectrum | We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven | We are passionate about people, about being positive and about what's possible |

Team Purpose

To partner with the organisation to deliver effective people management solutions that add value and respond to changing business needs.

Position Purpose

Partner with the other members of the Learning & Development team to provide excellent customer service to the greater Aspect business. Offer administrative and other general support and creative solutions focused on compliance learning requirements and other professional development opportunities, in support of the Learning & Development function in a diverse and challenging environment.

Outcomes

| Key Result Area: | Requirements & Expectations | Success Indicators |
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| Administrative Duties | <p>Perform general office duties for the Learning & Development team including:</p> <ul style="list-style-type: none"> • Monitoring and ordering stationery requirements • Receiving and sending items by internal mail, post and courier services as required • Printing, collating, binding, photocopying and other office tasks as required • Scanning and filing documents • Paying invoices • Coordinate Supported Study Program administrative processes • Maintain Learning & Development intranet site and related workspaces | <ul style="list-style-type: none"> • Dealt with on a timely basis • Supported Study Program applications, administration and notifications are completed by key deadlines • Content on L&D intranet site and related workspaces is up to date and accurate |
| L&D systems and administration | <ul style="list-style-type: none"> • First person for support in regards to system needs • Manage the day to day administration and maintenance of Aspect's Learning Management System (LMS) • Provide support and respond to user inquiries, suggestions for improvements and other feedback about the LMS • Develop, implement and maintain central training records system to keep accurate records of staff participation in Aspect compliance training programs and other learning events • Support LMS Super User group and general Aspect staff with technical support related to the use of the LMS • Contribute to People team reports as required, including reporting on compliance training • Coordinate internal trainer networks including the maintenance of annual calendars, external enrolments, administration standards, materials ordering and distribution. | <ul style="list-style-type: none"> • LMS outage time is minimised • Timely recording of training completion • People reporting deadlines met • Super User support provided in a timely manner or escalated to the appropriate person to address • Maintains user profile and training data with accuracy |

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| Prepare for and support events | <ul style="list-style-type: none"> • Liaise with program facilitators and venue providers to ensure all programs hosted by Learning & Development meet set standards of program delivery • Prepare relevant documents and materials for L&D programs as agreed with the program owner or facilitator. This includes use of internal resources and coordination with external providers • For major events, such as the New Starters Day, provide support throughout the day including, but not limited to; set-up, reception, guest speaker liaison, catering liaison, venue contact, event technology for both live and virtual events • As required, travel to training venues (Aspect sites and external) to assist with set-up, facilitator liaison, catering and other aspects of workshop/event management • Coordinate event enrolments • Develop and maintain People team training calendar | <ul style="list-style-type: none"> • Event coordination activities are completed by event deadlines. |
| Staff queries | <ul style="list-style-type: none"> • Be familiar with the programs and services provided by Learning & Development • Respond in a professional and timely manner to all staff enquiries using appropriate communication methods • Escalate any significant matters to the Snr L&D Consultant as appropriate • Promote to staff organisational development initiatives on behalf of the Learning & Development team and greater People team • Handle all confidential matters with discretion | <ul style="list-style-type: none"> • 24 – 48 hour turn around for queries. |
| Safeguarding | <p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.</p> <p>Staff are expected to:</p> <ul style="list-style-type: none"> • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct. • Complete mandatory Code of Conduct training and implement into day to day operations and practice | <ul style="list-style-type: none"> • Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work • Completion of Code of Conduct on-line training |

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| | <ul style="list-style-type: none"> • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns • Escalate/report other staff practices which deviate from policy/procedure | |
| Work Health & Safety | <p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements • Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Participate in the staff consultation process about work health & safety matters • Understand and adhere to Aspect's Code of Conduct | <ul style="list-style-type: none"> • Observe at all times Aspect's safety policies and procedures are followed including site specific work practices and management instructions • All hazards, incidents and injuries are reported to management as per Aspect's risk management procedures • Health safety and welfare of self and others is ensured as far as reasonable • Actively participate in safety consultation as required |

PART B: POSITION CRITERIA

| Position Criteria | Capabilities | Work Ethic | Dedication to task, organisational agility, detail focused |
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| | | Attention to detail and organisation | <p>Excellent oral and written communication skills</p> <p>Well-developed interpersonal and consultative skills</p> <p>Able to work autonomously</p> <p>Able to plan ahead and creatively meet challenges</p> <p>Able to search out opportunities and get things done</p> <p>Focus on satisfying customers' needs</p> <p>Integrity and tenacity</p> <p>Results focused</p> <p>High attention to detail</p> |

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| | | Teamwork (Co-operation) | Active participation in and facilitation of team effectiveness, taking actions that demonstrate consideration of the feelings and needs of others and being aware of the effects of your behaviour on others. |
| | | Productivity | Able to complete tasks to a set standard in established timeframes Able to work to deadlines and prioritise tasks effectively Ability to follow direction and work independently Trouble shooter, problem solver, customer service focused |
| | Knowledge & Experience | <ul style="list-style-type: none"> • Very strong written and verbal communication skills • Administration experience, preferably in a Learning & Development environment • Customer service and relationship management experience • Desire to learn new systems and suggest improvements • Advanced skills in Microsoft Office Word, Excel and Outlook • Intermediate level skills in Microsoft Office PowerPoint • Advanced typing skills • A strong work ethic, self-motivated and disciplined • Tech savvy | |
| | Qualifications | <ul style="list-style-type: none"> • Not required, but desirable – Certificate IV in Training & Assessment (TAE40116) or other administrative, business or human resources qualification. | |
| | Job Requirements (desirable) | <ul style="list-style-type: none"> • Experience managing a Learning Management System; familiarity with Litmos LMS platform an advantage • Event coordination experience | |
| | Job Requirements (essential) | <ul style="list-style-type: none"> • National Police Check (NPC) appropriately cleared • Valid NSW driver's licence and willingness to work across different locations as required | |

PART C: APPROVED BY MANAGER

Name: National Director, People

November 2020