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| **Title** | Learning and Development Lead Specialist |
| **Classification/Grade/Band** | Band 3 Level 3 |
| **Group/Unit/Section** | People and Culture / People Planning and Operations / People Development and Expertise |
| **Reports to** | Section Manager, People Development and Expertise |

Vision and Purpose

**Vision**

A vibrant and sustainable Central Coast

**Purpose**

To provide valuable services that strengthens and supports the Central Coast Community

**Values**

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In assisting to drive the overarching vision and purpose, the role of Learning and Development Lead Specialist is to oversee the day-to-day work and functioning of the team undertaking operational work or service provision, and to collaborate with others to complete the programs and projects of the section. This will be achieved through the provision of value add Learning and Development strategies and expertise that support current and future business needs and build organisational capability.

The Learning and Development Lead Specialist is required to engage with employees, providing quality customer service and creating value for the community.

**Key Duties and Responsibilities**

* Develop targeted training programs, content, resources and e-learning solutions to support organisational objectives;
* Develop strategically aligned policies, procedures and guidelines relevant to the work area;
* Develop a learning framework to support ongoing organisational learning, supported by independent learning activities including but not limited to eLearning, peer coaching and networking;
* Oversee the ongoing maintenance and development of the Learning Management System, including user and training data;
* Oversee the engagement with key stakeholders to understand business needs, required training solutions and develop and manage an appropriate budget to respond;
* Monitor and evaluate training program’s effectiveness, success and ROI;
* Perform any other duties, tasks or projects the employer may assign to you, having regard for your skills, training and experience.

**Authority and Accountability**

* Engender a collaborative and supported work environment for workers which includes the effective implementation of Council’s Safe Systems of Work within your team;
* Policy and procedures are readily available but the Learning and Development Lead Specialist is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
* Decisions affect the work and activities of others within the section or from a specific project team;
* The work of the Learning and Development Lead Specialist influences the external environment by ensuring services are consistent with Council standards;
* The Learning and Development Lead Specialist complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee’s acts or omissions;
* Develops a complete budget for a section or a specific project. Responsible for costing resources/time/people and materials;
* Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

**Personal Attributes**

* Give frank and honest feedback/advice and seek to listen and understand when ideas are challenged.
* Set an example for others to follow and identify and explain ethical issues, and act to prevent and report illegal and inappropriate behaviour.
* Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance.
* Be responsive to the input of others and work to understand their perspectives.

**Interpersonal Skills**

* Actively listen and clearly explain complex concepts and arguments to individuals and groups.
* Take responsibility for delivering high quality customer-focused services.
* Identify opportunities to work collaboratively with other teams/ units to solve issues, develop better processes and approaches to work and share lessons learned.
* Identify and resolve issues with other staff and stakeholders and respond constructively to conflict and disagreements.

**Business Enablers and Technical Skills**

* Make sure team / unit understand expected goals, take responsibility for delivering on intended outcomes and acknowledge success.
* Ensure current work plans and activities support and are consistent with organisational change initiatives.
* Anticipate, identify and address issues and potential problems working towards sustainable solutions and outcomes.
* Ensure that actions of self and others are focused on achieving organisational outcomes.
* Take account of financial implications and return on investment when planning financial transactions.
* Identify ways to leverage the value of technology to achieve team/ unit outcomes, using the existing technology of the business.
* Be aware of procurement and contract management risks and actions to mitigate these.
* Evaluate progress and identify improvements for future projects.

**Leadership / Management**

* Provide timely feedback to staff and address and resolve performance issues that impact on team outcomes.
* Promote a sense of purpose by ensuring the team understands the performance outcomes and the strategic direction of the business.
* Monitor and communicate performance standards to desired outcomes.
* Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change.

**Qualifications**

Essential

* Degree qualification in a relevant field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development
* Certificate IV in Training and Assessment

**Experience**

* Proven demonstrated experience and success in a similar role;
* Excellent written and oral communication skills (including public speaking, presentations and facilitation skills, and the capacity to adapt to suit the audience);
* Knowledge and experience of adult learning principals and workplace learning and development, including training design and facilitation;
* Experience in the development and support of online learning and learning management system software;
* Experience in the identification of learning opportunities and needs for a large organisation and appropriate methods to respond;
* Proven experience in the analysis of L&D solutions, organisational trends and forecasting and ROI;
* Well-developed performance improvement and consultation skills;
* Demonstrated leadership behaviours, including active communication with the team in regard to performance, business strategy, diversity, coaching and mentoring and change management;
* Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that are of benefit or add value, to all or part of the organisation;
* Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings

Key Relationships

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| Internal | External |
| Council Meeting  | Training Providers |
| Councillors | Educational / Vocational Partners |
| Committee Meetings of Council | Professional/Industry associations |
| CEO | State and Federal Government Agencies |
| Unit Managers / ELT |  |
| Section Managers/Team Leaders |  |
| Other Council employees (not including direct reports) |  |