**Position Description**

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| **Position title:** | **Learning Specialist** |
| **Work location:** | City Administration Centre, 12 Stewart Ave, Newcastle West |
| **Directorate:** | **Corporate Services** |
| **Reports to:** | Learning Planning & Engagement Lead |
| **Direct reports:** | Nil |
| **Salary Point:** | 16 |
| **Decision making:** | Level 6 Management Hierarchy |
| **Date revised:** | April 2024 |

**Council Overview**

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The People & Culture Service Unit is part of the Corporate Services Directorate and this role reports to the Learning Planning & Engagement Lead.

**What’s it like working at the City of Newcastle?**

We are focused on making a difference in our community and achieving our vision of***creating a liveable, sustainable, inclusive global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers its employees the opportunity to develop in their current role, grow into future opportunities and reach their full potential.

Our organisation’s values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

**What is the focus of this position?**

In this role you will promote the benefits of lifelong learning and being a learning organisation. The primary focus of this position will be to provide dedicated support to IT Programs and Projects. This will include a large technology transformation program at CN migrating key operational process into our new Enterprise Resourcing Processing (ERP) solution.

You will design, develop, and facilitate learning programs and events, including workshops, learning hubs and knowledge sharing endeavours, across multiple mediums, actively developing workforce capabilities aligned to our culture, corporate values, and strategic direction. You will lead programs of work that transform the way we work and support the achievement of strategic outcomes. You will be people centred and aim to create engaging experiences for learners, listening and acting on feedback and evaluations of learning undertaken.

**What you will be doing:**

* Actively consulting and collaborating with leaders, specialists and experts within the P&C team and the wider organisation as well as external vendors and service providers to identify skill gaps, capability needs, and programs of work that will strengthen capability and other P&C services.
* Using data, trends, and evidence-based research to provide advice and guidance to leaders throughout the organisation as well as to inform decisions relating to learning and development opportunities.
* Creating compelling business cases and proposals to recommend the acceptance of dynamic and contemporary capability endeavours and programs of work.
* Creatively design, develop, implement, and promote dynamic and progressive learning programs, storytelling platforms, learning hubs, focus groups and workshops using a range of tools and platforms in line with the learning planning and engagement program of works; including but not limited to professional development, leadership, governance, and compliances on time and within budget. Creating space for knowledge sharing, memory enhancing activities, ideation, and reflection moments
* Coaching and mentoring others to encourage change and adaptability, accelerate growth and improve performance.
* Negotiating and managing fair, succinct, and acceptable service level agreements and contracts with training and education providers.
* Ensuring the organisations risk is minimised by scheduling governance, compliance and legislative learning and monitoring it is completed within desired time frames.
* Overseeing the learning management system and learning and development calendar to ensure learning scheduled and delivered meets strategic and operational needs and successfully aligns to the learning ambitions of LPE function and the organisation. Making sure enrolment rules, processes and ways of working are adhered to and reports produced for review are accurate and valid.
* Providing information and instruction to the Admin Support Officer – Learning and Development, to action and manage internal and external bookings with managers and providers to ensure timely and accurate invitations to training events, recording of training attendance and reporting as well as administration of vocational and tertiary programs and the volunteer framework.
* Using clear methodology to evaluate learning and development programs and activities for effectiveness, satisfaction, and their contribution to strategic and operational outcomes.
* Any other accountabilities or duties as directed by the Manager which are within the employee’s skill, competence, and training.

**The essentials you’ll need:**

* Bachelor Degree in Human Resources, Learning & Development, Business, Psychology or Organisational Development and/or equivalent experience.
* Certificate IV Training & Assessment (minimum TAE40110 or higher) or willingness to obtain.
* Construction Induction (White Card) or willingness to obtain prior to commencement.
* Proven success in coaching and mentoring others to improve performance and empower behavioural changes and flexibility to achieve anticipated outcomes.
* The willingness to be a passionate and enthusiastic culture and learning ambassador who models and influences the desired organisation values and ways of working to promote a positive working culture and environment.
* A can-do approach – with the flexibility to create and adapt learning activities and opportunities to suit the needs of the organisation and the learner to achieve results.
* The ability to apply a growth mindset and think laterally when formulating effective solutions to problems, or learning needs, ensuring solutions align with the desired culture and strategic direction of the organisation.
* The capacity to use discernment in determining how learning is achieved, considering all learning options, including on the job learning, social learning, coaching, and mentoring, formal and informal learning endeavours.
* Proven success in facilitating learning programs that result in changes in behaviour and enhanced performance and productivity in the workplace.

**Other valuable skills you may have:**

* MBTI Accreditation or other relevant individual or organisational profiling methodology
* Advanced Microsoft Excel skills, including advanced use of formulas, data validation, charts, and pivot tables.
* Experience in instructional design, learning technology optimisation and/or human centred design.

**We’ll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

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| **Employee Name:** |  |
| **Employee Signature:** |  |
| **Date:** |  |