

Learning Partner Position Description

Directorate:	People, Culture and Strategy
Reports to:	Manager, Learning
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Deliver quality learning and development (L&D) programs that develop the capability of members, employees and volunteers in accordance with the Society's requirements and individual needs.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Corporate Services directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

People and Culture: this team is responsible for the Society's people related functions and strategy including people strategy; people policy; people systems; diversity and inclusion; organisational development; recruitment; people and culture services; employment relations and business partnering.

Safety and Emergency Management: this team is responsible for state-wide work, health and safety strategy; work, health and safety audits; wellbeing; return to work and emergency management functions.

Accountabilities and responsibilities

The Learning Partner will:

- Contribute to the successful implementation of the Strategic Plan, Directorate and Team Plans.
- Collaborate with managers in the business to deliver strategies and learning programs to build and support employee, team and organisational capability.
- Consult and conduct needs analyses for capability building and performance of members, employees and volunteers across regions, aligned to the business, service and/or individual needs.
- Provide tailored learning solutions for technical and core learning initiatives for individual, team and organisational needs, to deliver required learning outcomes.
- Design, develop and deliver learning and development programs that meet the needs of members, employee and volunteers across the region, embedding at all times the 70:20:10 framework.
- Provide technical insight in relation to the Learning Management System (LMS) through advice and insight to members, employees and volunteers on using the technology and via data and evidence-based reporting to improve learning outcomes.
- Drive change and increase employee engagement.
- Implement continuous and effective feedback mechanisms regarding learning and development opportunities for our people that are consistent across the Society.
- Research and analyse emerging trends and themes and make recommendations on fit for purpose solutions.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Learning Needs Analysis completed at least annually.
- Delivery of Learning and Development priorities in line with calendar.
- Meets Learning and Development service level agreements.
- Manage time effectively to enable development, implementation and evaluation of learning and development programs as well as effective consulting and partnering with the business.

Key working relationships

In addition to the Manager, Learning and their direct reports, the Learning Partner will foster close working relationships with

- Regional Directors and Managers across the Society
- Partners and members of People, Culture and Strategy and the People and Culture team
- Other Partners including Facilities; Communications and Marketing; Member and Youth Experience
- Manager, Change and Development (Commercial Enterprise, Fundraising and Communications)

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Certificate IV in training and development.
- Previous experience in the creation and delivery of learning packages, including in instructional design to deliver measurable learning outcomes.
- Proven ability to effectively engage with stakeholders from across a diverse workforce, including members, employees and volunteers delivering a variety of services.
- Demonstrated excellent project management skills including the ability to manage competing priorities and deliver to agreed timelines.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Working with children and young people experience and/or qualifications.
- Community Services and/or Disability experience
- Relevant tertiary qualification/s in human resource management, education or equivalent experience.