

Learning and Development Coordinator

Safety People & Performance

Reporting to Manager People Programs and Capability

Position Purpose

Provide training coordination and administration services in an organised, timely, reliable and efficient manner. This includes administration management of the WNSW learning management system whilst putting safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Coordinate, plan and schedule training activities and resources across the business in accordance with the WNSW learning and development plan.
4. Administer training systems, including but not limited to the corporate Learning Management System (LMS) maintaining accurate records.
5. Provide information and advice to managers and employees on training requirements and training programs available and participation conditions and process.
6. Establish partnerships with relevant training providers and Registered Training Organisations (RTOs) to ensure that WaterNSW is delivering professional, contemporary training and is getting good value for money with respect to the size and nature of its operations.
7. Coordinate and facilitate program review and feedback on all learning and development activities, provide report and analysis of reviews and feedback, making recommendations for improvements where appropriate.
8. Develop and administer reports in relation to learning activities and budget requirements.

Key Challenges

- Supporting and implementing new business processes and procedures.
- Managing competing priorities and deadlines with limited resources
- Partnering with various departments across the business to ensure consistency in the coordination and administration of training.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Operational Safety Team	Partner to identify and schedule safety training to ensure efficient and consistent roll out of training and a seamless experience for our internal customers. Also ensuring accuracy and currency of training records,
Business Unit & Frontline Leaders	Provide contemporary reporting and information about employee training records, details and gaps so that training is planned to ensure employees are adequately trained to perform their roles.

Significant External Relationships

Stakeholder	Purpose of Relationship
External training providers and RTOs	To coordinate the delivery of quality safety training programs.

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Communicating with Influence	B	<ul style="list-style-type: none"> • Tailors communication to suit the audience and uses a range of influencing techniques to build support

		<ul style="list-style-type: none"> • Supports messages with relevant examples, demonstrations and stories • Communicates issues clearly with different audiences • Handles challenging questions confidently and constructively
Awareness & Personal Resilience	B	<ul style="list-style-type: none"> • Continues to perform effectively in highly stressful and ambiguous circumstances • Demonstrates a positive outlook in times of uncertainty • Is aware of others emotions and adapts approach accordingly • Recognises own emotions and employs strategies to manage these under pressure

Customer	Level	
Customer & Service Responsiveness	B	<ul style="list-style-type: none"> • Seeks to deeply understand customers and their needs • Takes responsibility for meeting customers' needs and resolving escalated customer issues • Establish project plans to deliver quality services • Suggests improvements to deliver a better customer experience • Expands and uses professional and business knowledge to meet customer needs

Business	Level	
Analysis & Problem Solving	A	<ul style="list-style-type: none"> • Finds and uses information from a variety of sources when solving problems • Diagnoses the root cause of a problem to ensure solutions are effective

		<ul style="list-style-type: none"> • Uses logic and common sense principles to understand problems and identify solutions • Implements solutions within own work
Planning & Delivering Results	B	<ul style="list-style-type: none"> • Manages expectations and accepts accountability for deadlines, budget and outcomes • Delivers consistently to plans and focuses on the achievement of results despite obstacles • Implements quality assurance practices to ensure projects and activities are delivered to required standards. • Initiates action without prompting
Continuous Improvement	A	<ul style="list-style-type: none"> • Identifies everyday process improvements and ideas within each team and takes ownership to lead and implement • Adopts new ideas and approaches with positive attitude • Identifies wastes and implements practices to minimise these. • Has basic knowledge of continuous improvements tools and techniques

Technical Competencies

Competency	Level	
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Mandatory Candidate Requirements

Qualifications:

- Certificate IV in Business Administration or equivalent experience

Knowledge:

- Working knowledge of adult learning principles.
- Advanced knowledge of Microsoft Excel, Power Point and Word.

Experience:

- Experience in coordination and planning of staff training and development programs.
- Good communication skills, including presentation and report writing skills.
- Demonstrated proficiency in the use of an LMS, Microsoft Word, Excel, PowerPoint and Outlook.

Favourable Candidate Requirements

- Certificate IV and Training & Assessment
- Experience in using Power BI reporting

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical - office based
- Police Check