



Role Profile

Position	
Position Title	Learning and Development Support Officer
Business Unit/Program	Corporate Services
Relationships	
Reports to:	Senior Manager Learning and Development
Direct reports:	N/A
Purpose of the Position	
The position of Learning and Development Support Officer is to support the development, implementation and monitoring of quality learning and development activities.	
Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i>	
Service Delivery	<ul style="list-style-type: none"> • Support the implementation of the learning and development project plan inclusive of project scope, goals, deliverables, timelines and evaluation mechanisms. • Work independently on projects given from the senior manager • Monitor and report on progress of project to all stakeholders. • Provide practical support to trainers and employees within relevant teams/programs regarding the learning and development plan. • Work closely with the senior manager in the development of learning/induction materials. • Coordinate, set up and facilitate information sessions as required. • Support the coordination of the learning and development and induction calendar. • Work closely with senior manager to coordinate work experience and traineeship programs. • Assist in the development of program learning plans and competencies. • Support trainers and teams to meet competency based learning requirements. • Administer on-line Learning Management System (LMS) ensuring systematic capture of all learning and development activities. • Provide support to trainers in the monitoring, reviewing and reporting of learning and development activities. • Prepare meeting Agenda's, take minutes and circulate key messages as required. • Support the Senior manager, trainers and if needed organisation staff with administration task such as booking accommodation, completing purchase orders.

Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Ensure familiarity, understanding and abide by Intereach policies and procedures as outlined in the Employee Handbook. • Contribute towards policy development. • Keep up-to-date with changes in government legislation, in relevant areas of responsibility. • Identify and implement improvements to operational processes and procedures to enhance program functions. • Maintain confidentiality. 		
People and Culture	<ul style="list-style-type: none"> • Participate in regular team meetings to discuss progress, issues, planning and professional development. • Participate in supervision. • Participate in training and development relevant to the role. • Actively develop and maintain supportive relationships with all staff. 		
Financial	<ul style="list-style-type: none"> • When incurring expenses on behalf of Intereach, ensure this falls within budgetary guidelines. 		
Work, Health and Safety	<ul style="list-style-type: none"> • Understand and comply with WH&S policies and procedures and legislative requirements. • Communicate with WH&S representatives and supervisors, particularly regarding hazards in the workplace. • Participate in programs to improve risk management, including health and safety within the workplace. 		
Organisational	<ul style="list-style-type: none"> • Develop and maintain effective relationships with key stakeholders. • Champion the values and principles of Intereach within all aspects of our work. • Become familiar with all programs across the business. • Actively promote Intereach services and programs within the broader community. • Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation. 		
Core Competencies			
Core Competencies (As defined in the Intereach Core Competency Framework)	Intereach Value	Competency	Level Required
	Leadership	Communicating with impact	1
		Focus on results	1
	Partnership	Managing relationships	1
		Working as a team	1
	Social Justice	Acts courageously	1
		Respects and values differences	1

Selection Criteria	
Essential	<ul style="list-style-type: none"> • Demonstrated experience in providing high level administrative support • Demonstrated experience to coordinate, set up and facilitate information sessions • Excellent time management skills and the ability to prioritise and meet deadlines • Well-developed interpersonal skills and demonstrated ability to liaise and build collaborative positive working relationships with a broad range of people • Proven problem solving and decision making skills • Demonstrated ability to work independently and effectively within a team • Demonstrated ability in working on and coordinating small projects • Strong working knowledge of person centred practice and assets based community development frameworks • Sound computer skills including proficiency with Microsoft Office software suite and client management systems
Desirable	<ul style="list-style-type: none"> • Understanding of, or experience with, competency based learning • Experience working with people from and Culturally and Linguistically Diverse backgrounds
Mandatory Requirements	
Essential	<ul style="list-style-type: none"> • Current driver licence • Current Criminal Record Check or willingness to undergo check
Acknowledgement of receipt and understanding of the Role Profile	
Name	
Signature	
Date	