POSITION DESCRIPTION

LEARNING & DEVELOMENT SPECIALIST

POSITION DETAILS

Date of Position Description	July 2025
Position Title	Learning & Development Specialist
Position Grade	10
Directorate | Business Unit	People & Culture| Organisational Development
Reports to	Organisational Development Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	9 Wentworth Street, Parramatta (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This position is responsible for supporting the Organisational Development Manager and L&OD Business Partners in the administration, co-ordination, development, facilitation, implementation and evaluation of Council's Learning and Organisational Development (L&OD) programs, projects and activities.

KEY RESPONSIBILITIES

Role Specific

- Contribute to, and assist in, the development of the Organisation's skills and capabilities
- Support, co-ordinate, manage and facilitate CoP's learning and organisational development programs and projects as needed by the Organisational Development Manager and L&OD Business Partners.
- Collaborate and support the L&OD Business Partners in the design, development, coordination, facilitation, implementation and evaluation of learning and organisational development programs and projects.
- Regularly assess the success of training programs and collaborate with L&OD Business Partners to make necessary adjustments to improve outcomes.
- Lead the implementation and ongoing administration and management of all learning and organisational development systems and processes.
- Ensure all necessary compliance and core training and development is delivered, tracked and reported.
- Prepare and provide monthly reports on all learning and organisational development programs and initiatives undertaken for PC&P Business Partners and Business Leaders.
- Administer and process the Study Assistance Applications and advise on all L&OD policies.
- Contribute to the development and implementation of L&OD policies, policy reviews and procedures based on relevant legislation and best practice to ensure an effective, consistent and timely delivery of L&OD services to support organisational needs.
- Coordinate and maintain all L&OD resources and materials including all supplier accounts, marketing materials and intranet pages.
- Coordinate training logistics including booking venues, catering, attendance, and maintaining accurate training records
- Provide advice and support to Business Leaders and employees on learning and development matters, and make delegated decisions.
- Collaborate with the P&C team in the delivery of P&C priorities and services to support the achievement of the P&C strategy and daily operations

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

KNOWLEDGE

Qualifications

- Minimum Certificate IV in Training and Assessment
- Degree in adult education or similar (desirable)

Experience

- A minimum of 3 years demonstrated experience within a Learning & Development function ideally in a diverse organisation or relevant administrative function, including a minimum of 1 year demonstrated experience in facilitation of learning and development programs from Frontline Staff to Senior Managers.
- Experience in instructional design including e-learning development

Skills

- Confidence and ability to facilitate and deliver training
- Attention to detail and managing internal and external customer expectations
- Instructional Design using a range of mediums
- High level of computer literacy, specifically with Microsoft Office
- Excellent attention to detail
- Highly developed written and verbal communication skills
- Excellent organisational and time management skills
- Ability to work as part of a multi-disciplinary team to ensure the day-to-day operation of the unit
- Sound customer service and interpersonal skills for relating to all employees and people external to the organisation including vendor management
- Ability to work in a team to agreed outcomes and expectations