



# Position Description

## Learning & Development Officer

Wesley Learning & Development  
September 2017

### Agreement

\_\_\_\_\_  
Signed – Manager

\_\_\_\_\_  
Signed – Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date





# Learning & Development Officer

## Wesley Learning & Development

### 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are guided by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

### 2. Overview of Wesley Learning & Development

The Wesley Learning & Development team has five key responsibilities:

To:

- execute the Learning & Development Strategy for Wesley Mission through the development and implementation of policies and procedures
- design and develop solutions to address organisational learning and development needs
- develop and administer the social and technical infrastructure for the delivery, evaluation and reporting of learning and development programs and activities
- coordinate organisational learning & development programs and workshops
- provide learning and development advice to portfolios in operations and support services

### 3. Overview of role

To meet the responsibilities of the team the Learning & Development Officer is responsible for :

- the design and development of resources that support the corporate Learning and Development program and the implementation of new systems and policies



- completing designated assignments related to items on the HR Business Plan and Learning & Development Plan
- facilitating induction and professional or technical learning programs
- supporting the L&D Coordination role to maintain the business-as-usual functions of the Learning and Development team

## 4. Relationships

Reports to: Learning & Development Manager

Supervises: Nil

Interacts with:

Internal and external stakeholders including:

- program owners, project managers, subject matter experts, system owners and users, clients and participants for the purpose of designing and developing resources
- L&D Coordinator for the purpose of supporting coordination activities
- managers and staff throughout Wesley Mission
- representatives from portfolios in Operations and Service Delivery
- trainers, facilitators and subject matter experts inside and outside Wesley Mission who conduct Learning and Development activities
- providers of goods and services who we partner with

## 5. Major role responsibilities

### 5.1 Our clients

#### 5.1.1 Design and development of learning resources

Design and develop learning resources for learning programs that increase Wesley Mission's ability to deliver on our mission and vision.

The resources required are identified through Wesley Mission's strategic plans and an on-going learning needs analysis.

The L&D team develop resources in the following areas:

- induction to Wesley Mission
- organisation-wide information systems
- organisation-wide policies and procedures
- management and leadership development

To a lesser degree the L&D team assist with the development of resources that are related to our operations and have organisation-wide relevance.

The learning resources may be developed for a variety of delivery methods including:

- on-demand e-learning modules
- face-to-face classroom workshops
- live virtual classroom to remote audiences
- interactive reference guides

The design and development of resources will require consultation with a range of stakeholders and reference to documents and resources inside and outside Wesley Mission.



The L&D Officer will also be responsible for the on-going maintenance and review of technical applications for the design, development and delivery of learning.

### **Facilitate learning programs**

While the primary role of the L&D Officer is in design and development there may be a need from time-to-time to facilitate induction workshops or to deliver basic technical training or basic professional development skills.

#### 5.1.2 Performance Measures

- Meet the stated outcomes and timelines for the development of resources according to project plans
- Maintain workshop evaluation scores according to standards established for internal and external facilitators

## **5.2 Our people (our team)**

- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis meet with your manager to discuss your progress according to the Employee Contribution & Development plan
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- promote and ensure adherence to Wesley Mission brand
- attend all scheduled meetings.

#### 5.2.1 Performance Measures

- Meet the requirements for work and development according to probation and Employee Contribution and Development plans

## **5.3 Our operations**

### **Support the coordination of learning and development activities**

The L&D Coordinator coordinates the delivery of our learning programs including scheduling, enrolments, recording and reporting. These are tasks requiring daily attention. The L&D Officer acts as the back-up to the L&D Coordinator for peak periods and in the absence of the L&D Coordinator. This may include, but is not limited to:

- managing enrolments
- managing course records
- course preparation
- training room supervision
- liaising with contractors
- entering invoices
- collating information and preparing reports
- responding to enquiries



#### 5.3.1 Performance Measures

- provide adequate support to meet the L&D Coordinator performance measures for business-as-usual

### 5.4 Our financials

- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

#### 5.4.1 Performance Measures

- projects are delivered to budget

## 5 Professional responsibilities

- As directed, other activities to support the delivery of the Wesley Learning and Development Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

## 6 Selection criteria

To be successful in this position, candidates must possess the following:

### Demonstrated behaviours

- behaves in a manner consistent with Wesley Mission's vision, mission and values
- ability to work unsupervised
- ability to work as an effective team member
- works collaboratively with internal stakeholders and customers
- keeps manager up to date on progress and roadblocks
- manages work priorities according to plans
- gives and receives feedback constructively
- lifelong learning mindset



### **Essential skills/knowledge**

- listening skills to understand and analyse where there may be a workplace learning need
- design skills to construct solutions according to requirements
- high level writing and reviewing skills
- skills to develop assessment tasks related to learning outcomes
- self-authored e-learning software development skills
- project management skills to meet outcomes in scope and on time
- intermediate skills in Microsoft Office Word, Excel, Outlook and PowerPoint
- current NSW Driver's Licence

### **Desirable skills/knowledge**

- experience using *Storyline* e-learning software
- ability to facilitate training workshops and be the master-in-charge of large events
- relevant vocational qualifications for the development of learning programs and the facilitation of learning programs
- consulting experience
- monitor supplier relationships according to contract
- not for profit or cause related work experience



# Employee benefits

**Wesley Mission is a rewarding workplace where you can contribute to helping support people in need. Our valued employees can take advantage of the following benefits:**

## Salary packaging

---

As a Public Benevolent Institution, Wesley Mission can offer eligible employees concessional Fringe Benefits Tax treatment. This simply means that a portion of your salary may be packaged tax free – thereby reducing the amount of income tax you pay on your salary. Please contact your Supervisor to see if you are eligible.

## Educational assistance scheme

---

Because your development and growth is valued you can apply for financial assistance and study leave for a course related to your role. This benefit is available upon completion of your 12-month anniversary.

## Paid parental leave

---

We are committed to supporting you and your family and provide a top-up payment to employees in addition to the government Paid Parental Leave scheme.

## Employee support program

---

As we are committed to helping you maintain positive emotional health and general wellbeing you have access to four free external counselling sessions for personal and or professional reasons. These independent counselling and support services are completely confidential and none of the details of your conversations will be disclosed to Wesley Mission.

You also have access to Wesley Mission's Chaplaincy support program which strives to meet the spiritual and emotional needs of people in a holistic fashion. Our Chaplains have training across many disciplines including theology, mental health, counselling, grief, loss and trauma and will provide you with confidential and sympathetic support in times of need.

## Staff recognition program

---

*A chance to shine* is Wesley Mission's Staff recognition program which recognises employees for their dedicated commitment to delivering a high level of service across a broad spectrum of programs and activities. Peer nominated, this program gives you the opportunity to voice your opinion and turn the spotlight on a colleague you admire and value.



## Staff learning and development

---

You will be provided with ongoing training and learning opportunities to develop your skills and knowledge. Wesley Mission facilitates internal and external training to support you in your role.

## Employee contribution and development program

---

Annual review with your Supervisor to develop your career path and identify training needs.

## Workplace payroll giving program

---

You can regularly donate to your favourite charity from your pre-tax salary.

## Travel insurance

---

You, your family and your friends have access to discounted travel insurance products through AIG Travel Insurance.

## Health insurance

---

You have access to discounted Bupa health insurance products.

## More information

---

**Further information about any of these benefits is available on the intranet under the Human Resources section or Wesley Policies & Procedures. Alternatively please see your Manager or Supervisor who can provide you with a copy of the relevant policy and procedure.**





## Our vision

**‘Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.’**

## Our mission

Continuing the work of Jesus Christ in Word and deed

## Our values

Out of Christian love and compassion we are guided by:

- Christlike servanthood
- unfailing integrity
- courageous commitment.

**Do all the good you can**  
because every life matters



**Do you hold a current Australian drivers licence?**  No  Yes (please provide details below)

Licence class: \_\_\_\_\_ Licence number: \_\_\_\_\_

**Criminal history check / Working with Children Check**

Staff in a child-related role must obtain/ hold a current Working with Children check. If you already have a clearance letter, please provide your WWC or APP number: \_\_\_\_\_

It is a condition of employment that all applicants consent to undergo a criminal history check prior to engagement

**Have you been convicted of a criminal offence that may prevent you from carrying out the duties related to this position?**

No  Yes (please provide details below) \_\_\_\_\_

**Work Health & Safety**

**Do you have any past or current medical condition which may affect your performance in the role for which you have applied?**

No  Yes (please provide details below) \_\_\_\_\_

**Do you have any past or current medical condition which may be aggravated or worsened by the duties of the role?**

No  Yes (please provide details below) \_\_\_\_\_

**Please note: Your appointment may be subject to you undergoing a health assessment.**

**Conditions associated with this application**

I acknowledge that:

- Wesley Mission will release information on this application form to nominated individuals participating in the recruitment and selection process. I am also aware that, under the Privacy Act Amendment (2000), Wesley Mission will take all reasonable steps to protect this information.
- If my application is unsuccessful, this form shall be kept for no longer than six (6) months before being destroyed.
- If offered employment, this form will become the basis of my personal file, and will be forwarded to Wesley Mission's HR Department, and a copy of this form will be retained at the Centre/Program where I will be employed by the Manager/Supervisor.
- If successful, I will adhere to the requirements of my letter of employment, award or agreement, Employee Handbook, and policies and procedures of Wesley Mission.
- Wesley Mission is a Christian organisation requiring staff to affirm to our values:

Our Vision	Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.
Our Mission	Continuing the work of Jesus Christ in Word and deed.
Our Values	Out of Christian love and compassion, Wesley Mission is driven by <ul style="list-style-type: none"> <li>- Christlike Servanthood</li> <li>- Unfailing Integrity</li> <li>- Courageous Commitment.</li> </ul>

Wesley Mission endeavours to translate these values into practical policies and behaviour so they actively shape and define the character of the Mission and the decisions we make within it.

I have read and understood the above conditions of associated with this application and hereby affirm Wesley Mission's values statement. Furthermore, the information stated on my application for employment is true and correct to the best of my knowledge and belief. I am aware that any false or inaccurate information given by me may prevent my employment or be the cause for my dismissal.

Signature of applicant: \_\_\_\_\_ Date: \_\_\_\_\_