



Position Description

Learning & Development Program Coordinator

Learning & Development
March 2025

Agreement

Signed Manager

Signed Employee

Date

Date



L&D Program Coordinator

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1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee under the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and 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: “A Spirit-led disciple-making movement: doing all the good we can because every life matters”.

Out of Christian love and compassion we are driven by Soft Hearts, Open Hands, Sharp Minds, and Hard Feet.

Wesley Mission’s strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our vision.

Wesley Mission’s portfolio of community services is amongst the most diverse of any Australian organisation.

2 Overview of Learning & Development

The Learning & Development team’s key responsibilities include:

- executing the Learning & Development Strategy for Wesley Mission through the development and implementation of policies and procedures
- designing and developing solutions to address organisational learning and development needs
- developing and administering the social and technical infrastructure for the delivery, evaluation and reporting of learning and development programs and activities
- coordinating organisational learning & development programs and workshops
- providing learning and development advice to portfolios in operations and support services.

3 Purpose of role

The Learning & Development (L&D) Program Coordinator is the primary point of contact for our internal customers – Wesley Mission staff and managers – for organisational learning and development. The L&D Program Coordinator coordinates the scheduling and successful running of Wesley L&D’s education events which include orientation programs, management education and a selection of leadership and professional development programs. The L&D Program



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Coordinator also maintains the database of training records for recording and reporting on compliance with mandatory training.

4 Relationships

Reports to: L&D Manager

Direct reports: L&D Assistant

Other Team Members: L&D Specialists, L&D Volunteers

Interacts with:

Internal and external stakeholders including:

- managers and staff throughout Wesley Mission
- workshop and program participants
- representatives from Service Delivery (services to frontline clients) and Support Services (corporate services that support Service Delivery) who have learning & development roles or responsibilities
- trainers and facilitators inside and outside Wesley Mission who are involved in learning and development activities
- suppliers of goods and services for the purpose of organising and coordinating training
- other administration roles in People & Culture as required
- Information Services, Wesley Digital and application vendors
- Wesley Training (including our Registered Training Organisation) to promote their programs and seek solutions to individual and organisational learning needs
- other learning and development professionals in the not-for-profit and community service sector

5 Major role responsibilities

Role

Provide front-line customer service

- respond in a professional and timely manner to all staff enquiries
- promote the programs and services offered by the Learning & Development team
- build trusting relationships with suppliers of training, goods and services
- prepare personal training records for staff and teams
- advocate for People & Culture initiatives that strengthen the organisation
- escalate any significant matters to the Learning & Development Manager or Learning & Development Specialists as required

Coordinate workshops and programs

- analyse organisational needs, events and work patterns for the effective scheduling of workshops and programs



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- coordinate all the activities associated with hosting workshops and programs including but not limited to: enrolments, facilitators/trainers, venues, catering, materials, technology
- provide weekly progress reports to the Learning & Development team for recent past and future programs
- for major events, such as the Wesley Mission Orientation Day, manage the preparation in the lead up to the day and the activities on the day
- as required, travel to training venues to assist with set-up, event coordination and pack-down activities
- coordinate or conduct regular risk assessments (in person or by delegation to others) on venues and caterers
- performance measures:
 - 98% of workshops or events conducted without significant incident
 - 80% of workshops with occupancy greater than 65%

Provide administrative support

- perform general office duties for the Learning & Development team including:
 - monitoring and ordering stationery
 - receiving and sending items by internal mail, post and courier services
 - printing, binding, photocopying and other office tasks as required

Manage work tasks

- assist with the recruitment, selection and development of the L&D Assistant and volunteers
- train and supervise the L&D Assistant and volunteers to perform administrative tasks

Program and systems operation

- coordinate workshop and program evaluation activities and act on results accordingly
- provide monthly program/workshop evaluation reports to the L&D Specialist
- maintain a system of electronic files for workshops, programs and communication templates on the share drive or Sharepoint
- maintain accurate records of staff training and learning activities for organisational learning programs and other selected mandatory training
- prepare management reports for audits and compliance reporting
- with the support of application vendors and Wesley Information Services and Wesley Digital maintain the performance of all learning management systems for processing enrolments, communicating to staff, record-keeping, e-learning delivery and virtual classrooms
- develop and maintain work instructions and operational knowledge in the L&D Manual for tasks performed by the Learning & Development Program Coordinator role
- seek continuous improvement of processes, systems and customer service
- contribute to the review of supplier contracts for goods and services related to learning and development coordination
- performance measures:
 - learning management systems reliably meet business requirements



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Maintain local training facilities

- establish guidelines for the use of the Dalmar Training Room
- monitor the condition of the Training Room in partnership with other Wesley Mission facilitators
- maintain the functionality of the technology in the facility
- Provide basic materials for trainers and replace tea & coffee consumables as required
- supervise the Outlook calendar for the Training Room and liaise with room users for the equitable use of the facility

Support L&D financial management

- timely processing of invoices
- prepare monthly cost centre transfer reports
- review all costs and revenue activities in consultation with the Learning & Development Manager
- manage venue and catering bookings and cancellations within contract terms
- Performance Measures:
 - invoices processed to allow timely payment of goods and services
 - venue and catering expenditure within budget guidelines

General

- meet your responsibilities under the Work Health & Safety Act for the health and safety of everyone in the workplace. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's procedures
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- comply with Wesley Mission's Code of Conduct
- participate in Wesley Mission's performance review and development programs
- in collaboration with your manager, identify areas for improvement and participate in learning programs to maintain your performance and manage your career
- attend and contribution to all team meetings
- participate in Wesley Mission's Induction program including the completion of mandatory training
- participate in activities to support the delivery of the Wesley People and Culture business plans and Wesley Mission Strategic Plan
- demonstrate responsible stewardship of all resources

6 Selection criteria

To be successful in this role, you must possess the following:

Demonstrated behaviours:

- behave in line with Wesley Mission's vision, mission and values
- establish friendly and productive working relationships with team members, Wesley Mission staff and managers



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- based on trusted relationships, engage in frank and open conversations to resolve differences and solve problems
- after open discussions, commit to decisions made by the team leader or management
- after committing to plans and tasks, demonstrate accountability to achieving work goals
- focus on achieving results for individual and team goals
- Supervise and lead in a manner that values and develops people, fosters trust, ensures accountability, builds relationships, adapts to change
- Supervise and manage in a manner that prioritises work tasks and direction, provides training for tasks, makes effective decisions, stewards resources, assesses risks and delivers results

Essential skills/knowledge and qualifications:

- proficient Microsoft Office skills
- experience in customer service roles
- experience coordinating large events
- experience coordinating a calendar of programs
- experience working in a high volume, fast-paced environment with a variable workload and competing demands
- high level of verbal and written communication skills
- current NSW driver's licence and car (personal use compensated)

Desirable skills/knowledge and qualifications:

- qualifications in Event Management, Business Administration, Human Resources or Training & Assessment
- experience working in a learning and development environment
- experience with learning and development management systems
- experience working in for-purpose or cause related organisation
- experience supervising staff and volunteers