Position Description – Learning and Development Co-ordinator

Core Detail

Title	Learning and Development Co-ordinator
Objective	Support Learning and Development across all divisions of TriCare, including Residential Aged Care, Retirement Living and Head Office. This involves continuous improvement to ensure compliance with statutory requirements and effective communication with internal and external stakeholders.
Role	Primarily, to maintain the Learning Management System (LMS), ensuring access and operation for all employees of TriCare.

Position Parameters

Employment	Fixed term, full time
Reporting to	Learning and Development Manager
Location	TriCare Head Office

Detailed Description of the Position

Main Duties	• Administering the LMS (SAP Litmos) and assist in providing access; solving operational queries and upload of new courses. • Monitor and respond to TriCare's generic training email address. • Produce LMS User information sheets in collaboration with L&D Manager. In addition, deliver face to face training on LMS if required. • Assist L&D Manager to prepare eLearning content nominated by internal stakeholders. This includes development and evaluation of training programs across TriCare. • Assist L&D Manager and internal stakeholders to identify needs, recommend solutions and provide tailored learning and eLearning products and outcomes. • Evaluation of learning programmes and recommendations for improvement. • Assist managers to produce reports from LMS and run compliance audits on training at sites. • Liaise with TriCare Information Services team regarding hardware and network problems.

	• Ad hoc training on topics approved by L&D Manager.
	• Attend meetings with internal stakeholders, in particular the Residential Aged Care Compliance team.
	• Assist Residential Aged Care Compliance team with their assignment of scheduled targeted training.

Skills and Knowledge

- Ability to apply adult learning principles for the development, application and evaluation of workplace training.

- Ability to deliver training such as workshops and eLearning.

- Excellent oral and written skills to support clear and accurate communication with internal stakeholders.

- Good computer skills, in particular MS Word, Excel and Powerpoint. Also an advantage to have experience with an LMS.

- Strong attention to detail and accurate recording of data skills.

- Excellent organisation and time management skills with the ability to prioritise.

Personal/Other Attributes

- Able to build relationships; and an excellent communicator.
- Problem-solving skills and the ability to work with others to provide successful outcomes.
- A co-operative team player with the ability to work autonomously.

Experience

- Qualification in adult learning/training highly desirable.
- Experience in eLearning operation and development of eLearning content.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

a) Work Health and Safety (WHS) legislation;

b) Related WHS responsibilities; and

c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Quality Performance Improvement Review.