

## Learning and Development Manager

<b><u>Location</u></b> Bentley Park, WA	<b><u>Reporting To</u></b> Chief People and Culture Officer
<b><u>Direct Reports</u></b> n/a	<b><u>Award / Agreement</u></b> Common Law Contract
<b><u>Ordinary Working Hours</u></b> Monday to Friday	

## Position Objective

Reporting to the Chief People and Culture Officer, Learning and Development (L&D) Manager is responsible for designing, implementing, and managing learning and development, training and capability programs to enhance SwanCare employees' skills and knowledge, building SwanCare's organisational and workforce capability across all levels, both strategically and operationally. The L&D Manager will identify workforce training needs, develop organisational capability systems, processes and resources, design and install and development architecture and internal L&D/capability frameworks, develop learning strategies and programs, deliver training and implement learning and development across the organisation through a well-planned, well-structured and well-executed approach evaluating the effectiveness of all L&D programs and initiatives. L&D Manager plays a crucial role in fostering a culture of continuous learning and development within SwanCare by supporting its workforce to perform well through the delivery of learning, training and capability development services.

The L&D Manager will work closely with people leaders/managers to deliver L&D services through coaching, partnering, support and advice. They will champion broader People and Culture services including culture, employee experience, capability development, health, safety and wellbeing; diversity, equity and inclusion; acting as a strong representative of the People and Culture Brand and working collaboratively with other members of the P&C team championing SwanCare's People and Culture Strategy and organisational culture, values, mission and strategic objectives.

## Responsibilities

### 1. LEARNING AND DEVELOPMENT

- 1.1 Reporting into the Chief People and Culture Officer being responsible for leading the delivery of all Learning, Training and Capability Development programs, strategies and activities to enable SwanCare's organisational capability both strategically and operationally.
- 1.2 Developing and Implementing Learning and Development Strategies and Programs, including but not limited to creating tailored learning and development and training programs aligned with SwanCare's strategic objectives and identifying the most effective learning methods, such as e-learning, workshops, coaching, on the job training or job-shadowing.
- 1.3 Assessing SwanCare's workforce training needs across all levels. Conducting a comprehensive organisational Training Needs Analysis (by business unit/level) and developing and executing an actionable Training Plan and Learning and Development Program/s to address it.
- 1.4 Accessing individual and organisational development needs using capability development methodology, tolls and performance management systems, to identify skill gaps and areas for improvement and developing learning and training programs to address the gaps and areas for capability uplift.

- 1.5 Evaluating Training, Learning and Development/Capability Development Programs effectiveness by assessing the success of training programs through a variety of evaluation methods, using a wide range of well-established metrics to provide accurate reports and measurable and reportable L&D data.
  - 1.6 Managing the delivery of all Learning and Development and Training Programs, including tracking L&D and training budgets, managing external training providers ensuring value for money and strong learning outcomes for SwanCare's workforce.
  - 1.7 Fostering a Culture of Learning with people leaders and all employees. Championing a culture of continuous learning and development by pro-actively creating opportunities for knowledge sharing, providing mentorship opportunities, and supporting employee career progression journeys via structured and systemic approach to career development, learning and training.
  - 1.8 Working under the guidance of the Chief People and Culture Officer and collaborating with other members of P&C team develops and delivers a wide range of Capability related initiatives, aligned to SwanCare' People and Culture Strategy aimed to build a diverse and inclusive culture that drives performance, innovation and productivity; whilst supporting an environment where our people feel safe and valued.
  - 1.9 Staying updated on the latest L&D and Training Industry trends, be aware of the latest learning technologies, best practices, and future trends in L&D to ensure SwanCare's learning and development and training programs remain relevant and effective.
  - 1.10 Provides timely high-quality accurate advice, guidance and support to people leaders on all Learning and Development, Training and Capability matters, including support with relevant LMS technology/software (ELMO currently).
  - 1.11 Reviews, updates and/or develops relevant L&D policies, procedures, presentations and materials as required ensuring the delivery of best practice L&D services and compliance with legislation.
- 2. LEARNING MANAGEMENT SYSTEM (LMS)**
- 2.1 Managing LMS functionality to ensure the systems is set up and operates effectively. Managing all aspects of the LMS, including ensuring that all training records are current, complete, and accessible.
  - 2.2 Maintaining accurate training records in the LMS and employee files and other relevant systems.
  - 2.3 Filing and tracking all training documentation LMS, including attendance sheets and email submissions, using Laserfiche (LF) and any other relevant systems.
  - 2.4 Generating L&D dashboards and reports, tracking metrics, including completion rates, training attendance, compliance, evaluation outcomes, and ROI.
  - 2.5 Training, coaching and providing support to people leaders and other LMS-users on utilising the LMS as required.
- 3. CULTURE AND EMPLOYEE EXPERIENCE**
- 3.1 Supports the implementation of SwanCare's People and Culture Strategy by delivering relevant L&D Capability Development and P&C activities, programs and initiatives as required, working closely and collaboratively with People and Capability Manager, Work Health Safety and Risk Manager and other members of the P&C team and broader corporate services teams.
  - 3.2 Acting as P&C team representative, attending internal meetings and committees as required.
  - 3.3 Supervises, manages and develops L&D Officer/s as required.
  - 3.4 Communicate appropriately with employees, internal / external key stakeholders displaying integrity, professionalism, trust and confidentiality at all times.
  - 3.5 Models and champions' SwanCare culture and values. Models required behaviours and conduct standards and SwanCare's vision and purpose at all times.
- 4. STAKEHOLDER MANAGEMENT/PARTNERING**
- 4.1 Develops and maintains proactive partnerships with all people leaders and other key stakeholders to work through challenges whilst continuously seeking opportunities to implement a better practice approach.
  - 4.2 Collaborates proactively with other members of the P&C team to work through identified issues by developing and implementing workable solutions to L&D/training/capability matters.

- 4.3 Supports a strong focus on strategic recruitment, talent engagement and retention by working closely with and supporting the Talent Acquisition Advisor.

## 5. POLICIES, PROCEDURES AND LEGISLATION

- 5.1 Ensure self-compliance with SwanCare's Code of Conduct and all internal policies and procedures.
- 5.2 Ensure self-compliance and organisational compliance with acts and legislation e.g. Fair Work Act, Equal Opportunity Act, Work Health and Safety Legislation etc.
- 5.3 Understanding of industry trends, wage benchmarks, and legislative requirements to support the development and renewal of enterprise agreements.

## 6. ANY OTHER DUTIES

- 6.1 Actively participates in the maintenance of a safe work environment.
- 6.2 Actively participates in quality improvement activities.
- 6.3 Actively participates in regular supervision and other performance related reviews.
- 6.4 Undertakes any other duties as requested / directed to meet operational needs.

## Attitude, behaviour and conduct (ABC's)

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### ***Results focused***

- Structure time, take responsibility for, and manage work to meet deadlines.
- Produce work of a consistently high standard.
- Be proactive.
- Demonstrate high levels of effort to achieve tasks.

### ***Actively practices teamwork***

- Work effectively as part of a team.
- Consider the needs, feelings, and accept the ideas of fellow team members.

### ***Perseveres to complete tasks***

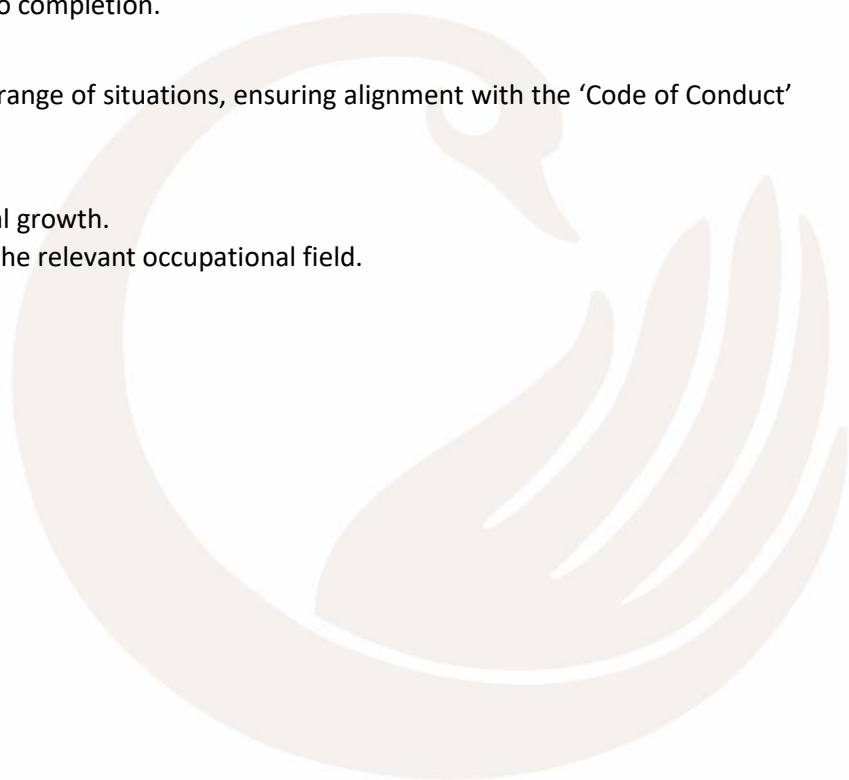
- Maintain a positive "can do" attitude particularly when faced with challenging obstacles / issues.
- Be consistent and follow tasks through to completion.

### ***Acts in an ethical manner***

- Demonstrates appropriate conduct in a range of situations, ensuring alignment with the 'Code of Conduct' and other policies and procedures.

### ***Committed to personal growth***

- Demonstrates a commitment to personal growth.
- Keeps up to date with developments in the relevant occupational field.



## Selection Criteria – Learning and Development Manager

### **Essential**

1. Certificate IV Training and Assessment or tertiary qualifications in Human Resources/Learning and Development/ Organisational Development or a related discipline or, alternatively, substantial experience in a similar role with demonstrable, practical and proven experience, skills and capability delivering L&D and Training programs, training and development services, program management, advice and support.
2. Demonstrated experience, skills and capability in developing and delivering L&D/Training programs, strategies and services to a range of stakeholders in operational environments.
3. Practical skills, knowledge and application of contemporary L&D, Training and Capability Frameworks, practices, initiatives, strategies or programs. Experience developing organisation-wide Capability Frameworks and L&D Strategies and Action Plans.
4. Demonstrated experience conducting training needs analysis using a range of contemporary methodologies, tools and techniques.
5. Strong project and program management experience, contract and vendor contract and relationship-management experience and capability.
6. Well-developed problem-solving skills, including solid experience managing training and capability development programs and projects end-to-end on time and on budget.
7. Strong stakeholder-management skills, ability to build strong and positive working relationships with a range of stakeholders. Strong coaching, partnering and training skills, ability to bring stakeholder on board and deliver strong training outcomes.
8. Strong management and leadership experience. Demonstrated capability to lead, manage and develop people and teams to operate effectively, safely and efficiently.
9. Excellent interpersonal, verbal and soft communication skills, including emotional intelligence, self-awareness, accountability and ability to reflect, learn, grow and develop.
10. Strong digital and data literacy, ability to work with and interpret HR metrics and data to inform an evidence-based L&D program design, service delivery and solution implementation. Strong written communication skills, ability to prepare written documents and reports.
11. Highly motivated self-starter and team-player that can work equally well independently, as well as a supportive, proactive and collegiate member of a team working collaboratively with others.
12. Ability to prioritise work deliverables, meet deadlines and complete tasks to high-quality standards with the focus on process improvement and excellence. Demonstrated resilience and the ability to complete work in a dynamic change environment whilst producing work of a high standard first time every time.
13. Solid computer skills in the use of Microsoft Office Suite, LMS's and human resource information systems.

### **Desirable Criteria**

14. Knowledge of Aged Care.
15. Current WA Drivers Licence.

### **Employment considerations**

To be considered for a position at SwanCare applicants must be able to satisfy the following appointment prerequisites by providing:

16. Completion of 100-point identification check.
17. Production of a valid Police Clearance of no more than 6 months old.
18. Have the appropriate rights to work in Australia.

**This position description may be amended from time to time by the company. This document reflects the major accountabilities and responsibilities of this position and is not designed to be prescriptive in nature. Personnel can therefore expect to undertake other reasonable duties in addition to those identified as requested by your supervisor.**

**All requirements in this document are in addition to those stated in your Employment Agreement and Letter of Offer.**

**CERTIFICATION**

I confirm that I have read, and I understand the requirements as detailed in this document. I understand that by signing this document that I agree to perform my duties to the best of my ability, and I also agree to comply with all policies, procedures and work instructions. I further understand that by failing to adhere to my commitment, that it may result in my employment being reviewed.

Occupant Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

