

JOB DESCRIPTION	
Title:	Learning and Development coordinator
Team:	People and Wellbeing
Reporting to:	Learning and Development Lead
Location:	Wellington

Aronga Nui | Our Purpose

Ko te hāngai ki te whakatakanga ngātahi, a, ko te aronga tōtika ki ngā tini kaupēhipēhi me te Manaaki Tāngata Victim Support is here 24/7 for people directly affected by crime, suicide and traumatic events, including their whānau and witnesses. We support people to feel informed, empowered, safe and able to cope with the impact

We are committed to Māori and the Te Tiriti O Waitangi, acting in good faith and respecting the principles of Te Tiriti O Waitangi – partnership, protection and participation.

Ngā Uara | Our Values

At our core of how we work are our values:

Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga

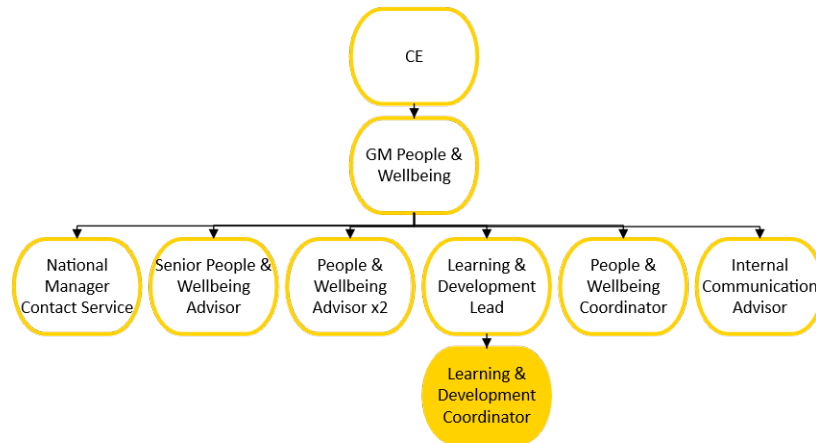
Te Kaupapa | Role Purpose

As the Learning and Development coordinator, the focus will be on supporting the smooth delivery of learning opportunities for our people across the organisation.

Our people do important and challenging work, and it is important that we make their experience of learning to do their role as simple and seamless for them as possible.

Te Rārangi Tūranga/Role Structure

You will report to the Learning and Development lead. Your team sits within People and Wellbeing.



Ngā Mahi |Do

Learning and Development coordination

- Monitor the Learning and Development inboxes, source answers to emails from around the organisation, then get back to emails in a timely manner
- Monitor enrolment into courses (online and face to face), and promote if necessary
- Prepare and distribute workshop materials
- Coordinate with venues, facilities and resources to ensure they are fit for purpose and ready for our use
- Support facilitators prior to, during and after facilitation
- Assist the Learning and Development Lead with the management of the budget
- Contribute to improvement of business processes to ensure best practice Learning and Development support for our people.

Relationships

- Maintain relationships with suppliers, including external facilitators
- Work with our Internal Communications to ensure learning events are advertised and promoted to our people
- Work with our People and Wellbeing Coordinator to ensure consistency of practice across everything we do.

Systems and reporting support

- Oversee the learning management system (LMS) and educate managers and our people on how to access training
- Work with the Learning and Development Lead on regular reporting
- Monitor attendance and completion of learning opportunities for our people.

Pūkenga | Key Skills

Knowledge and Skills

You will bring to the role:

- Proven experience in an administrative position (approx. 3 years)
- Project coordination experience
- Able to organise, streamline systems and see opportunities for improvement
- Advanced knowledge of Microsoft Office suite, including Outlook, Word, PowerPoint, Excel and Teams
- The ability to learn and adapt to new digital tools e.g. Learning Management System, basic learning design software
- A people person with strong relationship management skills (internally & externally)
- Excellent verbal and written communication skills
- Able to prioritise conflicting tasks/expectations
- Able to work on a variety of projects simultaneously to meet timeframes
- Some knowledge of adult learning principles is preferred but not expected.