

# Learning & Development Coordinator



## ROLE

<b>UNIT/TEAM</b>	People Team
<b>REPORTS TO</b>	Learning and Development Lead
<b>ROLE PURPOSE</b>	<p>The purpose of the role is to coordinate the smooth and seamless implementation of MASH's Learning and Development programmes, initiatives and activities, supporting planned and effective delivery aligned with best practice, standards and legislation, and within a Quality Framework.</p> <p>This includes:</p> <ul style="list-style-type: none"><li>• delivery planning and organisation,</li><li>• administration and maintenance of learning records,</li><li>• monitoring and reporting on learning delivery, and</li><li>• coordination, support and administration for Learning &amp; Development projects, as required.</li></ul> <p>This role may involve travelling throughout the central and lower North Island from time to time.</p>

## MASH TRUST MISSION

*Working together to achieve great lives*

## OUR VALUES

<b>Relationships</b>	Build open relationships based on honesty and respect
<b>Communication</b>	Communicate with an open mind and heart
<b>Mana</b>	Recognise and promote the mana and strengths of the individual
<b>Opportunities</b>	Take opportunities to learn and grow together
<b>Believe</b>	Believe that together we will make a difference
<b>Fun</b>	Make fun a goal

## KEY RESULT AREAS

KEY RESULTS AREA	RESPONSIBILITIES	OUTCOMES
Learning & Development Coordination and Administration	<ul style="list-style-type: none"><li>• Coordinate compulsory training programmes, rostering and participant support.</li></ul>	<ul style="list-style-type: none"><li>• Learning activities are coordinated and delivered effectively.</li></ul>

KEY RESULTS AREA	RESPONSIBILITIES	OUTCOMES
	<ul style="list-style-type: none"> <li>Organise training calendars, orientation sessions and learning events.</li> <li>Monitor and action Learning &amp; Development and Organisational Development mailbox enquiries and follow-up actions, along with other mailbox enquiries, as required.</li> <li>Coordinate Careerforce and related learning administration activities.</li> </ul>	<ul style="list-style-type: none"> <li>Employees and managers receive timely support and communication.</li> <li>Training participation and completion rates are supported through effective administration.</li> </ul>
Learning Records and Data Management	<ul style="list-style-type: none"> <li>Maintain training records, attendance, certifications and competency documentation.</li> <li>Update learning data across HRIS, spreadsheets and other repositories.</li> <li>Coordinate collection and filing of learning evidence and records.</li> <li>Maintain learning reporting, dashboard and records information to support organisational visibility and reporting consistency.</li> </ul>	<ul style="list-style-type: none"> <li>Learning records are accurate, current and accessible.</li> <li>Reporting information is reliable and supports operational and audit requirements.</li> <li>Staff training and competency information is visible and maintainable.</li> </ul>
Compliance Training and Audit Support	<ul style="list-style-type: none"> <li>Monitor mandatory training and compliance requirements.</li> <li>Follow up overdue or incomplete training requirements.</li> <li>Coordinate audit-related learning records and documentation.</li> <li>Support initiatives to improve compliance, orientation and PDP completion rates.</li> </ul>	<ul style="list-style-type: none"> <li>Mandatory training requirements are monitored and supported.</li> <li>Audit and compliance documentation is available and up to date.</li> <li>The organisation is better positioned to demonstrate compliance with required standards.</li> </ul>
Reporting and Continuous Improvement	<ul style="list-style-type: none"> <li>Prepare regular learning and development reports.</li> <li>Monitor trends, gaps and risks relating to learning participation and compliance.</li> <li>Identify and support improvements to learning administration processes and reporting.</li> <li>Contribute to continuous improvement initiatives.</li> <li>Learning administration activities contribute to improving organisational visibility and coordination of workforce learning.</li> </ul>	<ul style="list-style-type: none"> <li>Reporting is accurate and completed within required timeframes.</li> <li>Learning information supports operational decision-making.</li> <li>Learning administration processes are progressively improved and streamlined.</li> </ul>

KEY RESULTS AREA	RESPONSIBILITIES	OUTCOMES
Learning Systems and Programme Support	<ul style="list-style-type: none"> <li>• Provide administrative support for learning systems, projects and programmes.</li> <li>• Support access to learning systems, records and resources.</li> <li>• Coordinate logistical requirements for learning activities and initiatives.</li> <li>• Support implementation activities relating to learning systems, reporting improvements and organisational learning initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Learning systems and programmes are supported effectively.</li> <li>• Staff and managers can access learning information and resources.</li> <li>• Learning initiatives are implemented in a coordinated and consistent manner.</li> </ul>
Team and Organisational Contribution	<ul style="list-style-type: none"> <li>• Maintain effective working relationships with internal and external stakeholders.</li> <li>• Contribute to People Team activities and improvement initiatives.</li> <li>• Demonstrate organisational values, professionalism and confidentiality.</li> <li>• Communicate effectively and work collaboratively.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive working relationships are maintained.</li> <li>• Teamwork supports effective delivery of Learning &amp; Development activities.</li> <li>• Professional and organisational standards are consistently demonstrated.</li> </ul>

## COMPETENCIES

A successful Learning & Development Coordinator will demonstrate the following competencies:

Planning and Coordination	Organises and coordinates multiple activities and priorities effectively. Plans work to meet deadlines and maintains schedules, records and follow-up actions.
Administration and Attention to Detail	Completes administrative tasks accurately and maintains reliable records, data and documentation.
Communication	Communicates clearly and professionally with employees, managers and external providers. Provides timely and accurate information.
Customer Service and Support	Responds to enquiries in a helpful and professional manner and supports staff with learning administration processes and systems.
Organisation and Time Management	Manages competing priorities effectively, works independently and maintains progress on routine and cyclical tasks.
Systems and Data Management	Uses HRIS, spreadsheets and Microsoft Office applications effectively while maintaining confidentiality and data integrity.
Problem Solving and Continuous Improvement	Identifies issues, follows through on solutions and contributes to process improvement activities.
Teamwork and Relationship Management	Works collaboratively with others and maintains positive and professional working relationships.
Professionalism and Accountability	Demonstrates reliability, professionalism, confidentiality and accountability in all aspects of work.

## EXPERIENCE/QUALIFICATIONS

Job Specific Knowledge and Skills:

Qualifications	<ul style="list-style-type: none"> <li>• Relevant qualification in administration, business support, human resources or a related field is desirable.</li> <li>• Training coordination or adult learning administration is desirable courses/certificates desirable.</li> <li>• Full driver licence essential.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience in an administration or coordination role.</li> <li>• Experience maintaining records, databases or reporting information.</li> <li>• Experience coordinating meetings, events, training or schedules.</li> <li>• Experience using Microsoft Office, HR Information Systems or database systems.</li> <li>• Experience planning, organising, coordinating training sessions, meetings or events.</li> <li>• Experience working in a busy, multi-tasking environment with competing priorities.</li> <li>• Experience working with confidential information and maintaining professional standards.</li> </ul>
Knowledge and Skills	<ul style="list-style-type: none"> <li>• Strong organisational and administrative skills.</li> <li>• Strong written and verbal communication skills.</li> <li>• Confidence supporting group coordination and training activities.</li> <li>• Ability to build positive working relationships at all levels and work effectively in a team environment.</li> <li>• Accurate data entry and attention to detail.</li> <li>• Ability to work independently and use initiative.</li> <li>• Ability to manage multiple tasks and deadlines effectively.</li> </ul>
Professionalism and Integrity	<ul style="list-style-type: none"> <li>• Able to maintain a high level of personal integrity at all times</li> <li>• Able to take care to present a professional image in all aspects of work, appearance and conduct</li> <li>• Able to keep confidential information confidential</li> </ul>

## KEY RELATIONSHIPS

Internal:

- ▶ People Team
- ▶ Operations Team
- ▶ Other MASH Managers and staff

External:

- ▶ Audit agencies
- ▶ External Training Providers
- ▶ Health professionals and providers, as required

## DELEGATIONS

Direct Reports	No
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<b>Financial</b>	No
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