

Position Description

Role:	Learning & Development Manager
Reports To:	Director of People & Services
Employment Type:	Part Time (0.6 FTE - 0.8 FTE)
Award Pay Level:	Level 6 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Based at 214 Nicholson Street, Footscray (some travel to other sites as required)

Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

Learning & Development Program

The ASRC recognises that its people are at the heart of the ASRC movement and are key to delivering the range of services for people seeking asylum.

The People & Services Stream combines Learning & Development, Volunteer Engagement, ICT & Data Services and Office Management functions. This Stream partners with the Human Resources team to support staff, and the Volunteer Engagement team to support volunteers, across the organisation. The Learning & Development function aims to provide a supportive, safe and stimulating environment for all.

The Role

The L&D Manager role is focused on developing and implementing a learning and development strategy for the organisation. The role encompasses a collaborative approach with the Leadership Team, working closely with the Human Resources and Volunteer Engagement teams to inform the L&D strategy and support shared implementation. The L&D Manager works with an existing team of volunteers and staff, and has ownership in delivering key frameworks and reporting on deliverable outcomes.

The Person

The L&D Manager is consultative, collaborative, demonstrates leadership and has a strong understanding of ASRC values and culture.

The incumbent will work with a considerable degree of autonomy and demonstrate significant innovation, initiative and operate with a high degree of emotional intelligence.

Specific Duties

The Learning & Development Manager will be responsible for undertaking the following duties:

Learning & Development Program

- Build the L&D capacity within the organisation by managing the effective roll out of program content defined by capability frameworks and any other needs identification or gap analyses
- Oversee the development and effective delivery of a comprehensive suite of both specialist and generic Learning and Development programs to meet identified needs that have emerged from an extensive organisation-wide consultation process
- Provide robust and exciting facilitation of tailored learning courses directed at all levels of the organisation, with a view to ensuring attendance and ongoing career development for every staff member
- Build and maintain relationships with internal and external subject matter experts and L&D program vendors across a complex range of course content and delivery
- Work collaboratively across the whole organisation, with a particular focus on building close, highly productive working relationships with the Human Resources and Volunteer Engagement Teams
- Develop and maintain necessary processes, tools, policies and procedures that relate to learning and development
- Establish and maintain a network of key providers and pro-bono partners
- Manage the L&D budget ensuring good return on investment
- Monitor and regularly report on key L&D metrics, including but not limited reporting in to People and Culture Committee and Board
- Manage a team of staff and volunteers

- Provide thought leadership to the Leadership Team and Program Managers on best practice L&D

Strategic Plan

- Develop and implement an organisation wide L&D strategy that fits within the current ASRC strategic goals
- Partner with Directors to support and enable achievement of strategic goals

The L&D Manager will also:

- Work within ASRC Values and Behaviour guidelines
- Adhere to ASRC's workplace health and safety policies and procedures

Selection Criteria

Essential:

- Tertiary qualification or equivalent experience in a learning and development related discipline
- Experience leading an L&D function including design and development, implementation and ongoing management
- Proven ability to design, drive and deliver an L&D strategy within a culturally and geographically diverse organisation
- Highly developed stakeholder and relationship management skills, with proven ability to collaborate and create partnerships to influence positive learning outcomes
- Sound knowledge of current learning and development theories and methodologies
- Knowledge and experience with online learning and Learning Management Systems
- Proven experience and ability to confidently facilitate workshops and utilise different learning techniques to build capability and performance in high functioning individuals and teams
- Highly developed interpersonal, communication and facilitation skills