

Position Description (Employee)

Learning and Development Coordinator – LMS

Division	People, Performance & Technology
Business Unit	Corporate Human Resources
Grade/Band	Band 4
Date position description approved	1 August 2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The Learning and Development Coordinator – LMS leverages the functionality of the City’s Learning Management System (LMS) to ensure all learning is effectively assigned and captured through the system to meet the City’s learning needs, while ensuring governance, integrity and accuracy of the LMS data to enable reporting.

Key accountabilities

- Lead in the development and administration of the City’s LMS including item creation, scheduling, assignment profiles, curricula and catalogues to ensure all learning courses provided by the City are available in the LMS and assigned to employees in the most effective and efficient manner
- Use the functionality of the LMS to evaluate, problem solve and advise how to effectively utilise and configure the LMS for complex learning programs by establishing system rules which meet the program requirements and provides high automation of learning assignments

- Manage and establish the record keeping processes for data entering the LMS and data created within the LMS to ensure data integrity and governance
- Establish quality control of all online content by testing functionality of content within the LMS, including testing of authoring technologies and multimedia applications including Storyline and Adobe Captivate
- Drive continuous improvement of LMS processes and procedures to ensure the LMS is meeting the changing needs of the City
- Deliver training and technical support to users and administrators
- Generate, analyse and distribute data reports from the LMS to Corporate HR and the business
- Coordination of the City's learning programs by liaising with external providers and internal stakeholders to ensure the effective delivery of quality learning.
- Complete contract management actions to support the delivery of quality learning providers who are compliant with the requirements of the City's policies
- Processing of learning request applications from employees ensuring compliance with City policies and procedures
- Deliver a high standard of customer service to internal and external clients by responding to queries and requests in accordance with City policies and procedures to meet the learning needs of the City.

Key challenges

- Delivering learning in a diverse workforce where not all employees have access to the LMS
- Continuously extracting value from the LMS functionality to meet the needs of the business.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
L&D Team	<ul style="list-style-type: none"> • Consult and collaborate with team members on key activities
Stakeholders Business Unit Managers, IT, Corporate HR	<ul style="list-style-type: none"> • Provide advice on the functionality of the LMS • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues
External	
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Communicate needs, facilitate routine business transactions and resolve issues

Key dimensions

Decision making

The position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

The position is accountable for day to day operational decisions relating to the LMS.

Reports to

Manager Learning and Development

Estimated number of indirect reports

N/A

Essential Knowledge, Skills & Experience

- Tertiary qualifications in either Business Administration, Communications, HR, IT, other relevant discipline or the equivalent work experience
- Demonstrated knowledge and experience in working with a Learning Management Systems
- Strong knowledge and experience of authoring technologies and multimedia applications including Storyline and Adobe Captivate.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
Relationships	Work Collaboratively	Adept
	Communicate and Engage Respectfully	Adept
	Community and Customer Focus	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
Resources	Finance	Foundational
	Technology and Information	Adept
	Assets and Tools	Intermediate
	Procurement and Contracts	Adept

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Follows through reliably and openly takes responsibility for own actions Understands delegations and acts within authority level Is vigilant about the use of safe work practices by self and others Is alert to risks in the workplace and raises them to the appropriate level
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> Demonstrates a sound understanding of the interests and needs of customers and the community Takes responsibility for delivering quality customer-focused services Listens to customer and community needs and ensures responsiveness Builds relationships with customers and identifies improvements to services Finds opportunities to work with internal and external stakeholders to implement improvements to customer services

<p>Results Think and Solve Problems</p>	<p>Intermediate</p>	<ul style="list-style-type: none"> • Gathers and investigates information from a variety of sources • Questions basic inconsistencies or gaps in information and raises to appropriate level • Asks questions to get to the heart of the issue and define the problem clearly • Analyses numerical data and other information and draws conclusions based on evidence • Works with others to assess options and identify appropriate solutions
<p>Resources Technology and Information</p>	<p>Adept</p>	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements