

## Position Overview

Position Title	Learning & Development Coordinator – Customer Service
Business Unit	Customer Experience
Remuneration Type	Indoor EA level 3
Reports to	Customer Insights and Business Analyst
Direct Reports (role)	Nil
Location (s)	Northern Corporate Centre, Maroochydore
Success Profile	2.3 HR Role Success Profile
Delegation Level	N/A

## Our Values



### INNOVATION

We seek new ways of doing things better



### HONESTY AND INTEGRITY

The work we do is always and only in the best interests of our customers, stakeholders, community and the environment



### RELIABILITY

We mean and do what we say



### ONE TEAM

No one succeeds at the expense or exclusion of others



### EFFICIENCY

We don't waste time, money or effort



### SAFETY

We think, walk and talk safety every day

## Behavioural Capabilities



### SAFETY

I work safely, and encourage my team members to do the same



### AGILITY

I seek new and better ways of doing things



### CUSTOMER CARE

I consider how customers are affected by my work



### COLLABORATION

I am a team player – we are better together



### ACCOUNTABILITY

I mean and do what I say

## Position Purpose

The Learning & Development Coordinator plays a critical part in the day-to-day operations and success of the Customer Service team. The role is responsible for creating and maintaining training frameworks, coordinating and documenting administrative systems and processes that ensure the smooth and efficient delivery of learning and development.

## Position Accountabilities

Key functions of the role include:

- Coordinate a program of Learning & Development (L&D) courses and activities across the Customer Service team that meet the short, medium and long-term team goals and needs, address identified skills and knowledge gaps and meet compliance obligations.
- Build a program of L&D support that includes refresher training, regular training and onboarding plans for team members.
- Perform the administrative tasks required to manage training and development in line with the Unitywater Learning Management System (LMS), including the set-up and communication of learning activities, scheduling of learning activities, coordinating uLearn updates specific to the team and appropriately escalate where required.
- Build positive internal relationships with key stakeholders to ensure the successful delivery of learning programs.
- Monitor training attendance and completion, provide attendance and completion reports to Customer Service leaders, act upon and escalate non-compliance where required to maintain skill currency.
- Manage program evaluations including monitoring and acting on the effectiveness of learning programs.
- Collate and act on participant feedback, including assessing the applicability of the program to the workplace and facilitator performance.
- Book appropriate training resources (such as training rooms, hardware etc.), and arrange learning materials to maximise the successful delivery and experience of learning programs.
- Adopt the Unitywater Learning and Development Framework to ensure appropriate utilisation of processes, templates and training resources
- Engage with Learning and Development Team Members and collaborate for best practice support.

- Effectively manage all training records, monitoring accuracy and the timely uploading to the LMS and other repositories.
- Provide feedback to Customer Service leaders including the Contact Centre Operations lead so that knowledge management systems are updated appropriately and in line with training provided.
- Participate in Unitywater safety audits and inspections and provide timely responses to data requests.
- Other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

## Key Relationships

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Key working relationships internal and external to Unitywater are:

- Customer Insights and Business Analyst
- Customer Service team
- Learning and Development Team
- Communications and Marketing

## Capability Requirements

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The requirements for the position are:

- Certificate II in Business Administration or similar.
- A minimum of 3 year's experience in Learning and Development.
- Demonstrated ability to provide high-level administrative support including the preparation of reports and responses to correspondence.
- Highly developed communication (both written and oral), interpersonal, liaison and negotiation skills with demonstrated ability to impart information to a broad cross-section of stakeholders at all levels within the organisation.
- Demonstrated computer system skills including LMS, execution of reports and analysis of data.
- Demonstrated ability to maintain composure and objectivity in sometimes-difficult situations and take actions that reflect consideration of the needs and views of others whilst maintaining a positive attitude.
- High level of proficiency in the use of a range of office equipment and computer applications (e.g. Word, Excel, Outlook, Access, Publisher and Power Point) and the ability to learn and use new applications.
- Proven ability to work as an effective, positive team member, in an environment that practices skill sharing, and job and/or task rotation.