

## Learning & Development Assistant - Part Time

People & Culture

August 2026

### Agreement

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Signed–Manager

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Signed–Employee

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Date

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Date

## 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion our values are Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

## 2. Overview and purpose of Learning & Development

The purpose of Learning & Development is to assist with the induction of new staff, volunteers and managers when they join Wesley Mission and provide L&D expertise to Wesley Mission services and projects.

It achieves its purpose by executing the Learning & Development Strategy for Wesley Mission through the development and implementation of policies and procedures.

Services include :

- designing and developing solutions to address organisational learning and development needs
- developing and administering the social and technical infrastructure for the delivery, evaluation and reporting of learning and development programs and activities
- coordinating organisational learning & development programs and workshops
- providing learning and development advice to portfolios in operations and support services.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

### 3. Purpose of role

The purpose of the role is to support the Learning & Development Team to perform to the best of its ability. The support will mainly be for the tasks and responsibilities of the Learning & Development Coordinator to promote, coordinate, record and evaluate learning programs. Although the L&D Assistant may also provide administrative support to the L&D Specialists and L&D Manager depending on need.

### 4. Relationships

Reports to: L&D Manager

Key relationships: L&D Program Coordinator, Senior L&D Specialist, L&D Specialist, L&D Volunteers, and representatives from Technology and Engagement teams in STE.

Industrial instrument: Clerks Private Sector Award 2020

### 5. Major role responsibilities

Note that the responsibilities listed below are representative of what the L&D Assistant may be asked to do. It is not expected that all of the tasks listed below are representative of a regular week of work.

- Support the L&D Coordination function by responding to queries which include, but are not limited to:
  - Personal Training Record (PTR) requests; both individual and departmental
  - Review and uploading of Contribution and Development Plans (CDP) and Induction Checklists
  - eLearning account creation (Volunteer portal)
- Prepare reports for reviews, audits and strategic planning purposes. Reports may include, but are not limited to:
  - Child Safety Improvement Group reports
  - compliance data for Board Reports
  - Key Child Safety Training Reports and ad-hoc requests
  - Training compliance campaigns
- Perform tasks related to the effective administration of the L&D team including, but not limited to:
  - cost centre transfers
  - stationery orders
  - event preparation
  - processing invoices
  - collating program evaluation data for reports

- providing administrative assistance to the Educational Assistance Scheme
- training event invites and reminders
- Maintain the set-up and condition of the Dalmar House training room for use by internal and external facilitators. This may include:
  - re-setting tables to the standard set-up or desired configuration
  - checking the audio-visual technology is in working order
  - ensuring basic training room facilities are available – flipcharts, whiteboard, markers, etc
  - basic tea and coffee making consumables are replenished
  - reporting any issues to the L&D Coordinator and/or Facilities
- Participate in team projects and meetings, including, but not limited to:
  - the continuous improvement of data management and task processes
  - explore solutions to improve efficiency, accuracy and dependability of data
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## 6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
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## 7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

## 8. Selection criteria

To be successful in this position, you must possess the following:

### Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
  - Work in accordance with the organisation's Vision, Mission and Values.
  - Value people through kindness, respect, care and support.
  - Foster trust through honesty, integrity, reliability and fairness.
  - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
  - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.

### Essential skills/knowledge

- Intermediate Microsoft Office Excel skills
- Efficiently navigate multiple platforms - booking systems (e.g. Eventbrite), HR systems (e.g. PeopleSoft HR, Dayforce), the intranet, information systems (e.g. Sharepoint), and communication systems (e.g. MS Teams)
- Proficient Microsoft Office skills in Word and Outlook
- Typing speed of 40 wpm

### Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Certificate in Business Administration
- Reporting tools and data analytics (e.g. PowerBI, MS Forms)
- Excel tools: lookups, pivot tables, advance formulas and functions to enhance data reporting
- Current drivers licence

### Training and qualifications

- Minimum secondary school education
- Desirable, post-secondary school qualifications.

## Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.