

## Learning & Development Program Coordinator

People & Culture

January 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 we are driven by 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 be the primary point of contact for our internal customers – Wesley Mission staff and managers – for organisational learning and development. The L&D Program Coordinator coordinates the scheduling and successful running of Wesley L&D's education events which include orientation programs, management education and a selection of leadership and professional development programs. The L&D Program Coordinator also maintains the database of training records for recording and reporting on compliance with mandatory training.

### 4. Relationships

Reports to: Learning & Development Manager

Key relationships: Works closely with the L&D Administrative Assistant, L&D Specialists, and L&D Manager. Other collaborators include representatives in People & Culture, Information Services and Marketing. This role is the main contact for external trainers and suppliers of goods & services including venue providers and caterers.

Industrial instrument: Clerks Private Sector Award 2020

### 5. Major role responsibilities

Coordinate workshops and programs

- analyse organisational needs, events and work patterns for the effective scheduling of workshops and programs
- coordinate all the activities associated with hosting workshops and programs including but not limited to: enrolments, facilitators/trainers, venues, catering, materials, technology
- provide weekly progress reports to the Learning & Development team for recent past and future programs
- for major events, such as the Wesley Mission Orientation Day, manage the preparation in the lead up to the day and the activities on the day
- as required, travel to training venues to assist with set-up, event coordination and pack-down activities
- coordinate or conduct regular risk assessments (in person or by delegation to others) on venues and caterers

Provide frontline customer service:

- respond in a professional and timely manner to all staff enquiries
- promote the programs and services offered by the Learning & Development team
- build trusting relationships with suppliers of training, goods and services
- prepare personal training records for staff and teams
- advocate for People & Culture initiatives that strengthen the organisation

- escalate any significant matters to the Learning & Development Manager or Learning & Development Specialists as required.

Provide administrative support:

- perform general office duties for the Learning & Development team including:
  - monitoring and ordering stationery
  - receiving and sending items by internal mail, post and courier services
  - printing, binding, photocopying and other office tasks as required

Manage work tasks:

- assist with the recruitment, selection and development of the L&D Assistant and volunteers
- coach and supervise the L&D Assistant and volunteers to perform administrative tasks

Program and systems operation:

- coordinate workshop and program evaluation activities and act on results accordingly
- provide monthly program/workshop evaluation reports to the L&D Specialist
- maintain a system of electronic files for workshops, programs and communication templates on OneDrive
- maintain accurate records of staff training and learning activities for organisational learning programs and other selected mandatory training
- prepare management reports for audits and compliance reporting
- with the support of application vendors and Wesley Information Services and Wesley Digital maintain the performance of all learning management systems for processing enrolments, communicating to staff, record-keeping, e-learning delivery and virtual classrooms
- develop and maintain work instructions and operational knowledge in the L&D Manual for tasks performed by the Learning & Development Program Coordinator role
- seek continuous improvement of processes, systems and customer service
- contribute to the review of supplier contracts for goods and services related to learning and development coordination

Maintain local training facilities:

- establish guidelines for the use of the Dalmar Training Room
- monitor the condition of the Training Room in partnership with other Wesley Mission facilitators
- maintain the functionality of the technology in the facility
- Provide basic materials for trainers and replace tea & coffee consumables as required
- supervise the Outlook calendar for the Training Room and liaise with room users for the equitable use of the facility

Support L&D financial management:

- timely processing of invoices
- prepare monthly cost centre transfer reports

- review all costs and revenue activities in consultation with the Learning & Development Manager
- manage venue and catering bookings and cancellations within contract terms

## 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.
- participate in activities to support the delivery of the Wesley People and Culture business plans and Wesley Mission Strategic Plan

## 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.

- 98% of workshops or events conducted without significant incident
- 80% of workshops with occupancy greater than 65%
- learning management systems reliably meet business requirements
- invoices processed to allow timely payment of goods and services
- venue and catering expenditure within budget guidelines

## 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.
- Role profile behaviours that suit this role include:
  - Showing composure when unexpected challenges arise or working under time pressure
  - Building rapport with work colleagues for the benefit of teamwork
  - Adopting an organised, structured approach to work and prioritising tasks effectively
  - Focusing on finishing tasks and meeting deadlines
  - Paying close attention to detail and taking pride in high quality work
  - Following procedures which have been designed for efficiency and quality

### Essential skills/knowledge

- Manage events of diverse scope and scale
- Coordinating a calendar of programs
- Customer service skills
- Working in a high volume, fast-paced environment with a variable workload and competing demands
- High level of verbal and written communication skills
- Proficient Microsoft Office skills
- Current NSW driver's licence and car (personal use compensated).

### Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience working in a learning and development environment
- Experience with learning and development management systems
- Experience supervising staff and volunteers

### Training and qualifications

- Qualifications in Event Management, Business Administration, Human Resources or Training & Assessment are desirable

### 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.