Learning & Development Officer

Position Title:	Learning & Development Officer
Position No:	2064A
Position Classification:	L4
Status:	Contract Part Time
Position Revised On:	6/11/2026
Directorate:	Corporate Services
Business Unit:	Organisational Development & Learning
Service Area:	People & Culture
Location:	City of Melville Civic Centre
Reports To:	Lead – Organisational Development & Learning
Reporting Line:	Nil

Primary Purpose

The Learning & Development Officer provides high-quality learning operations, systems administration and coordination that enables the effective delivery of the City's Organisational Development & Learning (OD&L) priorities.

The position has primary responsibility for learning administration and day-to-day Learning Management System (LMS) operations, supporting accurate learning records, accessible learning experiences, reporting, compliance visibility and efficient learning processes.

While learning administration and LMS coordination are core accountabilities, the position works flexibly across the broader OD&L portfolio to provide operational and administrative support for agreed organisational priorities, programs and initiatives. The role is not intended to provide unstructured or general administrative support for all People & Culture activity.

Structure



Principle Accountabilities

Learning operations and coordination

- Coordinate training calendars, enrolments, invitations, attendance, venues, catering, equipment and learning materials for face-to-face, virtual and blended programs.
- Act as the first point of contact for routine learning enquiries, providing timely information to employees, leaders, facilitators and external providers.
- Coordinate the operational administration of onboarding, induction, compliance learning and other agreed corporate learning activities.
- Prepare standard communications, participant lists, evaluation forms, certificates and program documentation.
- Monitor shared mailboxes, calendars and action registers, escalating complex, strategic or sensitive matters to the appropriate OD&L team member.

Learning Management System, records and reporting

- Administer day-to-day LMS activities, including course and learning pathway setup, enrolments, completions, user support, content publishing and record maintenance.
- Maintain accurate learning records and documentation in the LMS and the City's records management systems, consistent with privacy, governance and recordkeeping requirements.
- Compile, quality-check and distribute recurring learning, attendance, completion and compliance information for dashboards, reports and organisational decision-making.
- Identify data discrepancies and system issues, completing approved corrections or escalating matters through established support and governance processes.
- Support implementation, testing, user guidance and continuous improvement of learning systems, processes, templates and procedures.

OD&L program and function enablement

- Provide coordination and administrative support for agreed OD&L priorities, programs and organisational learning events.
- Support preparation of OD&L communications, presentations, resources, surveys, evaluation materials, documentation and progress reporting.
- Maintain accurate program, project and learning information to support governance, evaluation, workforce capability planning and investment decisions.
- Collect and maintain participant and stakeholder feedback and assist with routine analysis to support continuous improvement.
- Work collaboratively across OD&L and People & Culture while maintaining clear priorities appropriate to the position's 0.4 FTE arrangement.

Suppliers, finance and service improvement

- Coordinate routine provider engagement, bookings, confirmations, participant information, contracts documentation and post-program follow-up.
- Raise purchase orders and process invoices in accordance with approved financial procedures and delegated arrangements.
- Contribute to efficient, customer-focused and inclusive OD&L services by identifying and implementing practical administrative improvements.

Position Specifics

Essential Requirements

- Demonstrated experience providing high-quality administration, learning operations or program coordination support in a customer-focused environment.
- High attention to detail and demonstrated ability to maintain accurate records, data quality, confidentiality and procedural compliance.
- Effective planning and time-management skills, with the ability to prioritise multiple activities and deliver agreed outcomes within a part-time work pattern.
- Clear written and verbal communication skills and confidence responding to routine enquiries from a range of stakeholders.
- Proficiency in Microsoft 365, particularly Outlook, Word, Excel, Teams and SharePoint.
- Demonstrated ability to learn and administer business systems, apply documented processes and contribute to process improvement.
- Current National Police Clearance, or willingness to obtain one before commencement.

Desirable Requirements

- Experience supporting learning and development, training, human resources or organisational development activities.
- Experience administering an LMS or other digital learning platform, including reporting and data-quality activities.
- Experience using enterprise records management, finance or human resources information systems.
- Experience working in local government or the broader public sector.
- Certificate-level study in business administration, human resources, training and assessment or a related discipline.

Other

- Work proactively to promote, support and adhere to the City's Safety, Health, Environment and Quality culture and associated policies and procedures.
- Demonstrate behaviours that reflect the City's values, support cross-functional collaboration and meet customer and organisational needs.
- This position does not have direct reports or delegated purchasing authority unless formally approved.
- Undertake other duties within the scope and capability of the position as required.
- Work under general supervision, with priorities agreed with the Lead – Organisational Development & Learning to suit the 0.4 FTE arrangement and ensure the role remains focused on agreed OD&L outcomes.