



<b>Position Title:</b>	<b>Senior Learning Partner</b>	<b>Position No:</b>	<b>NT94</b>
<b>Group:</b>	Corporate Services	<b>Service Area:</b>	Learning and Development Learning & Development Operations
<b>Reports to:</b>	CP27 Learning and Development Manager	<b>Direct Reports:</b>	CP28, CP30 and CP32
<b>Classification Level</b>	Senior Officer Grade B (SOGB)		
<b>Location:</b>	Darwin	<b>Date Approved:</b>	February 2026
<b>Special Measures:</b>	<i>Priority Consideration Aboriginal and/or Torres Strait Islander</i>		

## POSITION OVERVIEW

This role leads the Learning and Development (L&D) Operations stream and is responsible for the operational delivery, coordination and continuous improvement of organisation-wide learning and workforce development activities.

This role leads a defined section and is accountable for the operational performance, compliance and service delivery outcomes of that section. The role translates organisational and Service Area priorities into practical section plans and is accountable for achieving section-level service outcomes.

Operating within delegated authority and established governance frameworks, this role manages section-level performance and service delivery outcomes and escalates systemic or enterprise-level risks to the Learning & Development Manager.

## KEY RESPONSIBILITIES

### LEADERSHIP

- Lead the L&D Operations stream in alignment with organisational values, conduct standards and Service Area priorities.
- Create and maintain a respectful, culturally safe and high-performing team environment that promotes accountability and continuous improvement.
- Provide clear direction, expectations and support to Regional Learning Partners and L&D support roles to ensure consistent and effective learning service delivery.
- Model ethical, accountable and professional leadership practices and promote a culture of learning and capability development across the organisation.
- Support staff capability development, engagement and wellbeing within the Section.

### STRATEGY AND PLANNING

- Lead delivery of the Career Pathways action area of the NLC Learning and Development Strategy.
- Translate Service Area priorities into practical section-level operational plans, learning programs and initiatives.
- Contribute to Service Area business planning, reporting and continuous improvement processes.

- Identify opportunities to strengthen learning systems, workforce development practices and regional learning support.
- Monitor section performance against agreed objectives and implement corrective actions where required.
- Contribute to operational strategy discussions while recognising that organisational L&D strategy is determined at Service Area and Senior Leadership level.

### **STAKEHOLDER ENGAGEMENT**

- Maintain productive relationships with internal and external stakeholders to support effective learning delivery and workforce development outcomes.
- Respectfully engage with Traditional Owners where relevant to learning, workforce and employment pathway initiatives.
- Represent the L&D Operations stream in operational forums, working groups and cross-functional initiatives as required.
- Provide practical guidance to leaders on learning, capability development and workforce pathways.
- Escalate complex, high-risk or sensitive matters to the Learning and Development Manager.

### **SECTION OPERATIONS**

- Lead and monitor delivery of organisation-wide learning operations to ensure quality, compliance and timeliness.
- Lead organisation-wide learning and capability planning, including annual learning plans and skills and training frameworks aligned to workforce and operational priorities.
- Provide senior learning advice and internal consulting across the organisation, supporting learning needs analysis and the design of fit-for-purpose solutions.
- Ensure adherence to relevant legislation, policies, governance and budget requirements within section operations.
- Oversee accurate reporting and documentation related to learning delivery, workforce development and compliance obligations.
- Monitor operational risks within the section and escalate systemic or enterprise-level risks.
- Support implementation of organisational change initiatives within the section.

### **PEOPLE MANAGEMENT**

- The role is accountable for section workforce performance but does not determine whole-of-service workforce architecture. It acts within the Management Levels of Authority and is accountable for:
  - Performance management of direct reports, including setting expectations, providing feedback, managing underperformance and recognising achievement.
  - Managing conduct, attendance and capability matters within delegation, including initiating formal processes where required.
  - Workforce planning within the section, including identifying capability gaps and resourcing needs.
  - Recruitment and selection processes within approved delegation and establishment.
  - Supporting development and succession planning within the section.
  - Implementing organisational people initiatives and change processes within the section.
- The role applies judgement in interpreting and applying people policies and procedures and escalates complex, high-risk or sensitive matters to the Service Area Manager or People & Culture where required.

### **WORK HEALTH AND SAFETY**

- Promote and maintain a safe and healthy work environment within the section.
- Ensure compliance with the organisation's WHS Management System and legislative obligations within the section's operations.
- Monitor and address safety risks and incidents within the section.
- Ensure staff understand and meet their WHS responsibilities.
- Escalate significant or systemic WHS risks.
- Accountable for WHS implementation and compliance within the section.

## AUTHORISATION & ACCOUNTABILITIES – INFORMATION SECTION

### Financial Delegation - Band 5

- Approves operating expenditure within the section's budget and Financial Authorisation (Band 5).
- Approves procurement and capital expenditure within the approved budget and Financial Authorisation.
- Monitors section budget performance.
- Contributes to the development of the section budget.

### Governance Accountability

- Accountable for overall section compliance with legislative and policy requirements.
- Accountable for accurate reporting and effective maintenance of internal controls within the section.
- Escalates enterprise or cross-service risks to the Service Area Manager.

### Decision-Making Authority

- Makes operational decisions within established frameworks.
- Applies professional judgement in policy interpretation.
- Allocates section resources within approved budget.
- Escalates matters outside delegation or high-risk issues.

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## POSITION REQUIREMENTS

### ESSENTIAL REQUIREMENTS

- Relevant tertiary qualification in learning and development, education, human resources, organisational development, or a related discipline, or equivalent demonstrated experience.
- Proven Minimum 3 years' experience in a senior learning and development, capability, workforce development or similar role.
- Demonstrated experience in supervising, leading, and developing staff, including the ability to provide clear direction, set performance expectations, and foster a positive, collaborative team culture.
- Strong organisational and planning capability, with experience coordinating organisation-wide learning programs, career pathway initiatives and regional learning support in complex operational environments.
- Proven experience providing high level advice to leaders and stakeholders, translating organisational needs into practical, fit-for-purpose learning or workforce development solutions.
- Sound understanding of governance, compliance and policy frameworks and their application in operational environments.
- Experience managing budgets and expenditure within delegated financial authority.
- Well-developed written and verbal communication skills, including preparation of reports and business correspondence.
- Cultural capability and ability to work effectively in an Aboriginal-controlled organisation, including respectful engagement with Traditional Owners and a culturally diverse workforce.
- Current NT Driver's Licence.

### DESIRABLE REQUIREMENTS

- Experience working in a complex, public sector, statutory authority or values-based organisation with competing priorities and high accountability.
- Experience supporting culturally safe learning or workforce development approaches, particularly in partnership with Aboriginal and Torres Strait Islander peoples.
- Commitment to culturally safe practice and inclusive leadership.