

Position Title:	Learning and Development Manager
Division:	People & Culture
Reporting To:	Chief People Officer
Direct Reports:	L&D Team Leader, Trainers, Leadership Development Advisor

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity.

Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

To develop and deliver a dynamic person-centred workforce, workplace and culture. We do this by:

- Building our people learning strategy
- Providing the framework of learning content to build capacity of our people at work
- Leading organisational change and continuous improvement ideas and solutions for people to address future challenges

KEY OBJECTIVE OF THE POSITION:

The L&D Manager will lead the organisation's leadership development initiatives; deliver and manage the L&D programs and projects at both the strategic and operational levels; drive the L&D agenda with a focus on capability and lead the L&D team.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Excellent presentation skills to facilitate forums and lead sessions where appropriate
- Experience in delivering People leadership programs end to end
- Ability to accurately assess staff's competencies, strengths and areas for development and promote ongoing professional learning and development.
- Up to date knowledge of contemporary learning practices, including the use of AI
- Demonstrated ability to use own initiative and work unsupervised with excellent time management skills
- Highly developed written and verbal communication skills and the ability to engage with, establish and maintain effective relationships with both internal and external customers
- Strong attention to detail
- Excellent degree of judgement, initiative, confidentiality and sensitivity.
- Ability to meet given deadlines and manage conflicting priorities in a high pressure environment

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience in a senior L&D specialist/management role
- Experienced people leader with a min of 2 years' experience
- Experienced in designing and facilitating programs that drive leadership capabilities
- Demonstrated experience to design, present, facilitate and evaluate L&D projects and programs
- Tertiary qualified in Learning Management, HR Management or equivalent
- Cert IV in Workplace Training and Assessment
- Valid NDIS Worker Screening Check (or willingness to obtain)
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain)

DELEGATION LEVEL

- Level 4

CORE COMPETENCIES OF THE ROLE

Stakeholder Management

- Work with the executive and senior managers to identify training and development needs and trends within the business.
- Be able to support key projects by providing advice on the best learning solutions

Customer Focus / External Contact

- All Northcott Staff
- Maintain relationships with external learning providers

Relationship Building

- Initiate, develop and maintain good working relationships with managers and employees
- A professional approach to managing external communication
- Demonstrated ability to build and maintain excellent professional relationships with all staff
- Build and maintain excellent working relationships with external providers

Problem Solving and Initiative

- Thorough knowledge and experience with providing advice on learning solutions.
- Proven negotiating skills together with strong interpersonal skills
- Ability to interact and contribute at a strategic level
- Flexibility in approach to achieve optimum business outcomes
- The ability to respond quickly to changing priorities
- Use initiative to priorities work deadlines
- Flexibility in approach to achieve optimum business outcomes

Leadership

- Demonstrate initiative in problem solving and responding to day-to-day queries
- Effectively manage a team to be high performing

Financial Impact

- Effectively manage a team budget

Time Impact

- Ability to assess a range of circumstances, and make decisions within short timeframes

Team Management

- Lead and manage a team ensuring training and support are provided as required
- Proactively manage any day-to-day operational issues with their direct reports
- Set clear objectives for staff priorities and monitors their achievement
- Resolve or escalate staff grievances and disciplinary matters to ensure the speedy resolution of all matters in line with Northcott policies
- Develop and coach team to perform at their best.

Strategic Business Planning

- Develop, implement and monitor plans for the improvement of systems, processes and practices in conjunction with relevant stakeholders
- Provide expert advice and reports to manager and executives

Resource Management

- Plan, allocate and monitor resources in order to maximise use and optimise service delivery.

DUTIES

The typical duties of this position include:

1. Develop and deliver a people focused learning strategy that focused on our people meeting the needs of our customers.
2. Develop, lead and promote the strategic L&D direction across the organisation
3. Work with the executive and senior managers to identify training and development needs and trends within the business.
4. Lead the leadership development needs of the organisation through design and facilitation of aspects of the program
5. Use contemporary tools to design and facilitate key strategic learning requirements
6. Review and develop the framework of policies and procedures related to L&D
7. Identify and advise on opportunities for the development of staff of the organisation.
8. Have a continuous improvement mindset to training programs, learning initiatives and programs throughout the organisation.
9. Prepare and develop reports by collecting, analysing, and summarising L&D data and trends.
10. Drive training compliance throughout the business. Obtain feedback on programs and courses to ensure they are relevant, engaging and adding value to participants and the organization
11. Manage and oversee the development of your training team.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.