

Capability & Culture Coordinator



The purpose of this position

The **purpose** of the position is to own the administration of the organisation's learning management system and support the development and implementation of programs and initiatives aimed at enhancing employee capability, strengthening organisational culture, and promoting a positive and inclusive workplace environment.

About the position

- This position is within People & Culture directorate.
- This position **reports to** the Capability Manager.
- This position allows for flexibility.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position maybe advertised externally as Learning and Development Coordinator.
- This position is an Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Contributing to capability building across the organisation to support teams in delivering high-quality services and supports.
- Provide a range of administrative and support services to the Capability & Culture team including responding to employee queries, escalate and redirect issues, financial support (processing invoices and maintaining the purchase orders) as required to ensure accurate information is maintained and timely advice is provided.
- Manage, maintain and respond to enquiries in the Jira Capability & Culture inbox.
- Responsible for the coordination of all system updates and upgrades, including testing of all new features in the LMS, version control and continuous improvement of digital learning.
- Provide learner support (application support, e-learning, training support requests and other areas as requested) and communicate updates and changes to the learners as needed.
- Recommend training solutions through personal experience and feedback from the learners to improve the current structure of offerings within the LMS.
- Review and test all training content to ensure compatibility with the Learning Management System (LMS).
- Verify that learner outcomes are accurately recorded in the LMS for reporting purposes.
- Manage the registration of individual learners within the LMS.
- Ensure all mandatory courses are correctly linked to position profiles to facilitate accurate learner setup in the LMS.
- Liaise with the LMS vendor to stay informed about system specifications, updates, and enhancements.
- Building and maintaining relationships with internal and external stakeholders.

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Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- All documents formatted correctly and accurate.
- All invoices submitted into SharePoint and paid on time.
- Data and information are stored in a way that is retrievable and effective for the learner.
- All reports are accurate in both systems (LMS & iChris).
- All course shells in the LMS are set up in a timely manner, and all features are working correctly for ease of use
- and for accurate reporting purposes.
- All staff can access and complete required courses.

Key Capabilities

Essential criteria

- At least 12 months experience in administering a Learning Management System or HRIS.
- Intermediate to advanced knowledge of the Office 365 Suite including Excel and PowerBi, with the ability to analyse and interpret data.
- Excellent time management and coordination skills.
- Great attention to detail with the ability to question the pieces that are missing or don't make sense.
- Strong customer service focus with the desire to make the experience better for the organisation.
- Ability to encourage others to cooperate and respectfully manage expectations with stakeholders.
- Ability to communicate effectively in both written and verbal formats.
- Ability to coordinate tasks, manage interruptions and identify priorities in your daily work.
- Ability to work independently without regular supervision.

Key attributes

- Demonstrated experience in working with Learning Management Systems.
- Working in a geographically dispersed environment.
- Desire to develop your experience in learning and development and build your career.

People who know this position say that

People who know this position say the things that might make your day are:

- Seeing learners interacting with a user-friendly system and completing their learning in a timely manner.
- Completion reports are at the minimum tolerance for compliance.

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- Knowing you're providing support to a high performing team who appreciate input of this role and know the impact.

People who know this position say some key challenges you might experience are:

- Internet connection can be a challenge for our regional people, which may impact user experience.
- Working with manual processes and ensuring accuracy every time.
- Balancing competing deadlines and priorities within required timeframes.
- Supporting the business as it moves from manual to technology-based processes.
- Maintaining interest when tasks feel repetitive or routine.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| ☒ Overnight travel/stays. | ☐ Weekend work. |
| ☒ Travel between office locations/regions. | ☒ Evening work. |
| ☐ Travel to clients (varied locations). | ☐ Special event support. |
| ☒ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☒ Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Broader People & Culture team
- IT
- Accounts Payable
- All Benevolent employees
- Teachers and administrators in LMS
- Administration Staff

Outside The Benevolent Society:

- Vendors, contractors and suppliers
- Educational and industry sector partners